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Tender

Commercial Ticketing and Retail Systems

Historic Environment Scotland

F02: Contract notice

Notice identifier: 2025/S 000-023810

Procurement identifier (OCID): ocds-h6vhtk-04e9ce

Published 21 May 2025, 12:27pm

Section I: Contracting authority

I.1) Name and addresses

Historic Environment Scotland

Longmore House, Salisbury Place

Edinburgh

EH9 1SH

Email

procurement@hes.scot

Telephone

+44 1316688866

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

<http://historiconvironment.scot>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00164

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publiccontractsscotland.gov.uk/>

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

Other activity

Tourism, Conservation, Built Environment

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Commercial Ticketing and Retail Systems

Reference number

HES/C/4301

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of commercial ticketing and retail systems

II.1.5) Estimated total value

Value excluding VAT: £3,500,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lots 1 and 2

II.2) Description

II.2.1) Title

Ticketing System

Lot No

1

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

II.2.4) Description of the procurement

Historic Environment Scotland (HES) has a requirement for a modern, functionally rich and adaptable ticketing system to take our visitor business to the next level. HES has a varied estate of sites, each with their own slightly different requirements; some are predominantly pre-booked, while many rely on walk-up ticketing. HES also sells afternoon teas, events tickets and multi-site passes. A new ticketing system must provide a first-class seamless process for online ticket transactions, along with intuitive point of sale and back-office processes that enables first class customer service and booking management.

The following headline areas are within the scope of this ticketing system tender.

- Online ticketing
- Walk-up ticketing
- Ticket collection kiosks
- Travel Trade booking management
- Explorer Passes
- Education bookings
- Admissions Gift Aid Management
- Membership

- Integration to Microsoft Dynamics 365, our primary membership & CRM System
- Access control for ticket validation
- Payment gateway integrations
- Interface (file export) to Oracle Fusion
- Reporting

Further information can be found in the document attached with this notice.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £1,900,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

The initial contract term will be 5 years with the option to extend for another 3 years and then a final 2 years (5+3+2 contract). The maximum possible contract length if all extensions are used will therefore be 120 months (10 years).

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 8

Objective criteria for choosing the limited number of candidates:

Suppliers will be selected based on their response to the SPD. There are weighted questions which will be scored.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Contracting Authority reserves the right to request additional deliveries by the Successful Tenderer, either intended as partial replacement of supplies or installations or as extensions of existing supplies and installations. The Contracting Authority may at its sole discretion exercise this option.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Retail System

Lot No

2

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

II.2.4) Description of the procurement

HES requires a mainstream mid-market retail management system with functionality to cover planning, buying, merchandising, warehousing, reporting and full omni-channel management as we continue to develop our online offer and experience for the retail customer.

The following headline areas are within the scope of this retail system tender:

- All Retail Buying & Merchandising Processes
- Warehouse Management for both general product management & eCommerce fulfilment
- Integration to Shopify to have a fully managed stock ecosystem
- Store Operations & Compliance
- Mobile PoS for pop-up shops & event retailing
- EPoS functionality
- Integration to Oracle Fusion
- Integration with Ticketing system
- Reporting

Further information can be found in the document attached with this notice.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £1,600,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

The initial contract term will be 5 years with the option to extend for another 3 years and then a final 2 years (5+3+2 contract). The maximum possible contract length if all extensions are used will therefore be 120 months (10 years).

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

Suppliers will be selected based on their response to the SPD. There are weighted questions which will be scored.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Contracting Authority reserves the right to request additional deliveries by the Successful Tenderer, either intended as partial replacement of supplies or installations or as extensions of existing supplies and installations. The Contracting Authority may at its sole discretion exercise this option.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

HES use Scotbis, an independent provider of business credit reports, to assess the financial standing of tenderers. The overall aim of this assessment is to ensure, as far as possible, that any potential Supplier will not have financial difficulties that endanger their ability to perform the Contract. If financial information cannot be gained from that source Historic Environment Scotland will request that you provide full audited accounts for the last full financial year. If Suppliers cannot provide any of the assurances as detailed above, and it is determined by HES that your financial strength is not adequate, then your company may not pass the financial evaluation. If you can provide the assurances as detailed above, HES may explore these options with you before determining whether your company can be taken forward in this procurement exercise. Bank details may also be sought to support the above.

Minimum level(s) of standards possibly required

Public and Products liability insurance in the sum of not less than TEN MILLION POUNDS sterling (GBP)

Employers liability insurance in the sum of not less than FIVE MILLION POUNDS sterling (GBP)

Professional Indemnity Insurance in the sum of not less than TEN MILLION POUNDS sterling (GBP)

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-008058](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

4 July 2025

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

28 July 2025

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 5 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 10 years from the original publication if all available extensions are used

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=798205.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Community benefits will be included as part of the quality submission for stage two of the process.

(SC Ref:798205)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=798205

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Edinburgh

Country

United Kingdom