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Tender

Costumed Performers - Stirling Castle - HES/C/4167

Historic Environment Scotland

F02: Contract notice

Notice identifier: 2022/S 000-029549

Procurement identifier (OCID): ocids-h6vhtk-037747

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Section I: Contracting authority

I.1) Name and addresses

Historic Environment Scotland

Longmore House, Salisbury Place

Edinburgh

EH9 1SH

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Telephone

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+44 1316688877

Country

United Kingdom

NUTS code

UKM77 - Perth & Kinross and Stirling

Internet address(es)

Main address

<http://historiconvironment.scot>

Buyer's address

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

I.3) Communication

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

www.publiccontractsscotland.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.publiccontractsscotland.gov.uk

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

Other activity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Costumed Performers - Stirling Castle - HES/C/4167

Reference number

HES/C/4167

II.1.2) Main CPV code

- 79540000 - Interpretation services

II.1.3) Type of contract

Services

II.1.4) Short description

The contract is for costumed interpretation at Stirling Castle. The costumed interpretation will be delivered using a variety of methods in a flexible approach to respond to visitor needs. Interpretation will be of the courtly suite of buildings (Chapel Royal, Great Hall and Palace), presenting the dramatic and complex story of the Royal Stewart Court and that of life in the castle in the mid sixteenth century. Stirling Castle is a 5-star attraction and welcomed 585,121 visitors in 2019/2020. It is also Historic Environment Scotland's second most visited site for learning, with an active program of activities and projects which attracted around 20,000 education visits in 2019/2020. Whilst the buildings are undoubtedly attractions, they also have fascinating human stories to tell. The interpretations offer at Stirling provides a variety of visitor experiences appealing to the broadest possible audiences and age-ranges using a variety of methods. It is a layered and integrated visitor offer.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79540000 - Interpretation services

II.2.3) Place of performance

NUTS codes

- UKM77 - Perth & Kinross and Stirling

II.2.4) Description of the procurement

To achieve a cohesive and comprehensible visitor experience of the whole Castle, the costume interpretation team will be required to ensure that its delivery is fully integrated with the rest of the interpretive offer. The supplier will be required to work closely with the Visitor Operations team to create a flexible daily activity program (for more details see 2.5) which responds to changing visitor numbers and patterns throughout the year.

Interpreters working on site will be required to assist with visitor management across the site, to have a good knowledge of all elements of the visitor experience, castle facilities and daily program to ensure that they can answer queries and assist visitors with orientation and in creating their personal experience of the Castle.

Objectives – The objectives for the costumed interpretation are as follows:

- To create a high-quality experience for visitors
- To engage with visitors in a lively, entertaining, and informative way
- Be appropriate to the presented interiors of the Royal Palace to enhance and retain the historic sense of place.
- To bring life to the buildings of the Royal Court to dramatic effect, giving them atmosphere and conveying a sense of how they would have been used.
- To increase visitors understanding and appreciation of the buildings, people, and society of the Royal Court.
- To involve visitors and encourage their participation in learning about the past.
- To introduce real characters from the Royal Court

- To meet the needs of differing audiences.
- To be as accessible as possible, provide a hierarchy of information, which gives varying levels of detail about the relevant themes and stories to enable visitors to create their own visitor experience.
- To integrate the costumed team with the rest of the visitor experience team at Stirling Castle and enable them to work seamlessly and harmoniously with the visitor operations and monument conservation teams at the site.
- To engage inclusively and empathetically with the castle's diverse audiences.

Scope of Work

- To develop and present persona for sixteenth-century characters from the Scottish Royal Court and household, by using these characters and wearing authentic costume from the period, provide a world class visitor experience for visitors to Stirling Castle.
- To research, develop and script presentations, interpretive vignette outlines and interpretive conversation briefs.
- To carefully manage delivery to meet audience preferences, e.g. short, entertaining and informative presentations, not lengthy or didactic ones.
- To operate a program of monitoring and evaluation of all interpretive material and delivery to ensure both authenticity and a consistent high quality of visitor experience.
- To communicate effectively with the Contract Manager through regular in person meetings and email.
- To be responsible for the correct use, wear and care of period costume, including their maintenance.
- To fully use costume and props as interpretive tools to engage with visitors.
- To support the on-site Learning Officer to provide engaging experiences for all ages. This will include informal encounters with education groups on self-led visits and working with the Learning Officer to input specific activities and projects to support a wide range of subjects and learning needs.
- To plan, develop and deliver special events and performances for coach parties, functions and corporate entertainments as required.
- To work in conjunction with the Interpretation Unit to devise and deliver major events at

Stirling Castle as required.

-To exercise a general duty of care for visitors, staff, sites and to ensure that all the Health and Safety requirements of current policies, legislation and guidelines are followed.

II.2.5) Award criteria

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

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

After the initial contract period of 2 years, there will be an option to extend the contract by a further 6 years which would be reviewed annually.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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

Employers (compulsory) Liability Insurance - GDP 10 million

- Public Liability Insurance - GDP 10 million

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

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

Date

21 November 2022

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

21 November 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: If all extensions are used, the contract will be up renewal in 2031

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

Please note that bidders must identify any clauses in the terms and conditions or specification that may need further discussion prior to contract award when submitting your tender. HES will not sign the successful bidder's agreement or negotiate at point of award or post award.

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=710684.

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:

We encourage the supplier to think about any community benefits that they could bring during the lifetime of this contract. This could include apprenticeships, work placements or

local community projects.

(SC Ref:710684)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=710684

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court and Justice of the Peace Court

27 Chambers Street

Edinburgh

EH1 1LA

Country

United Kingdom