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Tender

RBGKEW1447 - Face to face membership sales services

Royal Botanic Gardens, Kew

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-031488

Procurement identifier (OCID): ocds-h6vhtk-054697 ([view related notices](#))

Published 11 June 2025, 12:05pm

Scope

Description

We are looking to procure a supplier to initiate and close membership sales to prospective members face-to-face, on site at Kew Gardens. RBG, Kew has a successful membership scheme with over 100,000 members on around 80,000 memberships. This is made up of around 20,000 new sales and 60,000 renewals each year. We have ambitious plans to double our membership over the coming five years and we are seeking a partnership with a face-to-face membership sales agency to support this ambition.

We have an existing contract in place for this service, and our current contract for this service delivers up to 10% of our annual sales. We are seeking a supplier who can support us to grow this in line with our ambitious plans.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Richmond:-Recruitment-services./VW4C5ERNS2>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/VW4C5ERNS2>

Total value (estimated)

- £280,000 excluding VAT
- £336,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 November 2025 to 31 October 2027
- Possible extension to 31 October 2029
- 4 years

Description of possible extension:

One extension of up to a maximum of 2 years

Main procurement category

Services

CPV classifications

- 79600000 - Recruitment services

Contract locations

- UKI3 - Inner London - West
-

Submission

Enquiry deadline

2 July 2025, 12:59am

Submission type

Tenders

Deadline for requests to participate

8 July 2025, 1:00pm

Submission address and any special instructions

<https://www.delta-esourcing.com/tenders/UK-Richmond:-Recruitment-services./VW4C5ERNS2>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

15 October 2025

Award criteria

Name	Type	Weighting
Innovative Sales Generation	Quality	20%
Table of rates	Price	20%
Staffing: Account Management, Training and staff management	Quality	15%
Collaboration with a customer organisation	Quality	15%
Additional work within the contract	Quality	10%
Membership sales methods	Quality	10%
Equality Diversity & Inclusion	Quality	10%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Stage 1: Selection

This stage will be a questionnaire that will be used to shortlist a maximum of 5 suppliers to be invited to submit a tender in Stage 2 of the process

Stage 2: Tendering

the 5 shortlisted suppliers will be required to submit a written response to the specification

Stage 3: Clarifications

Stage 4: Presentations

All suppliers invited to submit a tender will be invited to presentation stage

Stage 5: Preferred Supplier

The highest scoring supplier using the methodology detailed in the ITT will be identified as the preferred supplier

Stage 6: Standstill

Documents

Associated tender documents

[Part 1_ITT_F2F Membership Sales Services \(READ THIS FIRST\) no notice ref.pdf](#)

[Part 2_Specification_F2F Membership Sales Services.pdf](#)

Technical specifications to be met

<https://www.delta-esourcing.com/delta/respondToList.html?accessCode=VW4C5ERNS2>

All tender documents can be viewed and downloaded from our tendering portal. You will need to register an account to be able to do this.

Contracting authority

Royal Botanic Gardens, Kew

- Public Procurement Organisation Number: PGTT-3583-QXLN

Royal Botanic Gardens, Kew, The Herbarium, Kew Green

Richmond

TW9 3AE

United Kingdom

Contact name: Sarah Jandu

Telephone: 02083325000

Email: procurement@kew.org

Region: UKI75 - Hounslow and Richmond upon Thames

Organisation type: Public authority - sub-central government