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Contract

Costumed Performers - Stirling Castle - HES/C/4167

Historic Environment Scotland

F03: Contract award notice

Notice identifier: 2022/S 000-034586

Procurement identifier (OCID): ocds-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

Contact

Catherine McNair

Email

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Telephone

+44 1316688866

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+44 1316688877

Country

United Kingdom

NUTS code

UKM77 - Perth & Kinross and Stirling

Internet address(es)

Main address

<http://historicenvironment.scot>

Buyer's address

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

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

Other activity

Built Environment, Conservation and Tourism

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.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £205,950

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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 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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-029549](#)

Section V. Award of contract

Contract No

4167

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 December 2022

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Living History Scotland

50 crossdene rd, crosshouse

Ayrshire

KA2 0JX

Country

United Kingdom

NUTS code

- UKM93 - East Ayrshire and North Ayrshire mainland

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £205,950

Section VI. Complementary information

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.

(SC Ref:716008)

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