



THE
ROYAL
PARKS

INVITATION TO TENDER

BACKGROUND INFORMATION &
INSTRUCTIONS TO TENDERERS



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**BACKGROUND INFORMATION
&
INSTRUCTIONS TO TENDERERS**

MAP AND NOTICEBOARD REPAIR & REPLACEMENT

IN

RICHMOND PARK

AND

KENSINGTON GARDENS

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1. Introduction

The Royal Parks (TRP) is inviting tenders for provision of map and noticeboard repair & replacement in Richmond Park and Kensington Gardens.

This will be a one-off purchase. In TRP's opinion this procurement is not bound by the Public Contracts Regulations 2015, as the value is significantly below threshold.

2. Background

The Royal Parks is the charity dedicated to caring for the most famous collection of urban parks in the world.

The charity was created 2017, bringing together the park management, fundraising and education functions of The Royal Parks Agency and the Royal Parks Foundation.

We provide free access to London's beautiful, natural and historic green spaces, to help improve everyone's quality of life and well-being every day.

We protect, and sustainably manage 5,000 acres of diverse parkland, from the funds we raise.

We welcome everyone, and care about delivering diverse, excellent and unforgettable experiences to everyone who visits the timeless green spaces we manage.

TRP manages eight of London's Royal Parks - St James's Park, The Green Park, Hyde Park, Kensington Gardens, The Regent's Park (& Primrose Hill), Greenwich Park, Richmond Park and Bushy Park.

We are also responsible for several other areas including Brompton Cemetery, Victoria Tower Gardens, and associated infrastructure including roads and properties, both within the parks and wider estate, which includes property outside the boundaries of the parks themselves e.g., the Longford River, various monuments and water bodies in addition to playgrounds and other water bodies such as the Serpentine. TRP runs several events over the year at some of the parks including Concerts and Hyde Park Winter Wonderland which attract large numbers of visitors.

The Royal Parks are timeless green spaces where life flourishes. They are a living history comprised of Grade 1 listed landscapes on the English Register of Historic Parks and Gardens, and home to numerous Grade i and ii listed buildings, artefacts and monuments. In addition, Greenwich Park lies within a UNESCO World Heritage Site, Bushy Park has recently been designated as a Site of Special Scientific Interest (SSSI), and Richmond Park is a National Nature Reserve, London's largest Site of Special Scientific Interest and a European Special Area of Conservation. Further information on TRP is available from www.royalparks.org.uk

2.1 Our Vision and Purpose:

Our Vision: To provide free access to beautiful, natural and historic parks, which improve our quality of life, health and well-being - this is particularly important in a city environment.

Our Purpose: The Royal Parks is the Charity which manages, protects and improves the parks in an exemplary and sustainable manner so that everyone, now and in the future, has the opportunity to enjoy their natural and historic environments.

2.2 Our Values:

- Responsible - we are dedicated to our work and proud of what we do. We take ownership of our decisions and actions and seek to continually improve;
- Excellent - we will deliver to the highest practicable quality in everything that we do, to be the very best we can be and so set new standards in providing exceptional parks delivering unforgettable experiences for our visitors;
- Inclusive - everyone is equally valued and welcome in London's Royal Parks. We plan and design everything we do so it is accessible and appealing to everyone every day;
- Open - we encourage collaborative management and decision making, empowering ideas and skills and best practice sharing;
- Respectful - we will treat everyone with honesty fairness, equality and respect.

2.3 Branding:

As an external supplier, the winning bidder will be acting as a representative of our brand. It is therefore vital our brand visual elements are used, subject to approval, and our values and behaviours adhered to.

It is important that there is a consistency when delivering services on behalf of The Royal Parks to champion our brand. Not only does it make a lasting impression on our audiences, it is what we expect from anyone delivering services suppliers.

We have annexed our master brand guidelines for information. Please note that all elements of our brand are the intellectual property of The Royal Parks unless otherwise stated. These guidelines inform how our brand should be communicated in all areas of the business. The purpose of this document is to give help and provide guidance on how to successfully use The Royal Parks' assets to deliver a consistent experience.

We will work with the winning bidder to determine how the TRP branding should be applied to the services across touchpoints such as signage, uniform, and staff behaviours.

3. Contract Background

In 2021 TRP launched its first Interpretation and Wayfinding Strategy to improve the way we present information in and about the Royal Parks. A primary focus of this work is improving signage across the estate, from interpretive information panels to park regulations. The suite of signage also includes map boards to aid in wayfinding, and noticeboards to inform visitors of important events, services and park rules.

Across the estate we have almost 250 noticeboards and map boards, which were installed in the 1990s. Many of these boards are now in a poor state of repair and require refurbishment. The map boards and noticeboards are primarily placed at entrances/exits to the parks, and thus offer visitors a first impression of The Royal Parks as an organisation. Therefore, it is vital that both the information and the infrastructure that displays it are of a high quality and convey the care with which TRP maintains the parks.

The focus of this brief is repair work to map boards and noticeboards in Richmond Park and Kensington Gardens, and finding a solution for neatly and efficiently displaying notices in noticeboards.

The map boards and noticeboards consist of cast iron frames supported on upright posts. Almost all of these frames contain a lockable glass-fronted cabinet that encases the map or notices. The boards come in a range of sizes and orientations, and some are double-sided. Some of the boards are abutted or affixed to each other, creating panels in a diptych or triptych formation. Please see Appendix A for examples in Richmond Park and Kensington Gardens.

Over time, many of the cabinets – including their locks and keys – have become damaged, making them difficult to open. The metal frames are worn, with flaking paint and scratches. Therefore, we would like to replace the cabinets and repaint the metal frames.

The map boards contain large maps in a landscape orientation, with practical information about the park. The noticeboards contain a wide variety of notices and posters ranging from regulatory/instructional messages to promotional materials about activities in the parks; the notices are mainly produced by TRP, but also include collateral produced by third parties. The noticeboards are usually slim and vertical, but in Richmond Park the noticeboards are very large and have a landscape orientation.

The notices are often haphazardly arranged and out-of-date, partly because it is difficult to open the damaged cabinets and partly because the backing boards currently only allow for affixing notices with drawing pins tape. We would like a more aesthetically pleasing solution for the noticeboards that will enable us to display the notices in a tidier, more uniform manner, and will make the notices easier to replace.

4. Contract Requirements

4.1 Overview:

We require three principal services to refurbish map boards and noticeboards in Richmond Park and Kensington Gardens:

- Replacing the glass-fronted cabinets that sit within the metal frames.
- Cleaning and repainting the metal posts and frames.

- Devising a solution for the noticeboard backing/construction that will allow us to display notices in a more uniform and polished way.

In Richmond Park there are 15 single-sided map boards and noticeboards, and 6 double-sided boards. We require repair work for all but one of these boards (see below).

Please see Appendix B for the various measurements of the cabinets.

In Kensington Gardens there are 11 single-sided map boards and noticeboards, and 25 double-sided boards. Please see Appendix B for the various measurements of the cabinets.

4.2 Replacing the cabinets:

We require new glass-fronted cabinets with a safe and sturdy opening mechanism, and secure weatherproof locks. A standard lock should be devised that is common to all cabinets in all parks, rather than requiring different keys for each cabinet. The cabinets must be sufficiently watertight, but also allow some ventilation to minimise the build-up of condensation. We require the tenderer to specify the expected longevity of the cases and to advise on long-term maintenance needs.

In Richmond Park seven map boards have cabinets that are not glass-fronted. We would like separate costings for installing glass in these cabinets. These boards are all single-sided and the cabinet size measures 1250 x 1082 x 60mm.

4.3 Cleaning and repainting the metal frames:

We require the repainting to be done in situ, including cleaning and stripping off the current layer of flaking paint. The underlying metalwork is powder-coated, so we require a high-quality durable black paint that will adhere well to the coating and minimise the risk of prematurely peeling/flaking. Tenderers that specify the appropriate paint and provide evidence of its long-lasting finish on powder-coated surfaces will score more highly. We require tenderers to indicate whether they will carry out this service in-house, or whether it will be sub-contracted.

4.4 Noticeboard improvements:

We require a solution for displaying notices that will allow for their neater, more consistent presentation and greater ease in replacing them. We would like an improved form of affixing the notices to the backboard, to help prevent them slanting or falling. Ideally the solution will also help to protect/weatherproof the notices to reduce staining, curling and creasing.

4.5 General:

Please note we do not require the tenderer to arrange or display any of the notices themselves, just to provide an appropriate solution that will enable TRP staff to display the items neatly and efficiently.

For 4.2 and 4.xx [NB: drafting note – paragraph numbering will be changed in the final ITT] we require manufacture and installation services, and the proposed costings should reflect this.

We would also like a separate estimated cost for replacing one non-standard single-sided noticeboard in Richmond Park (frame and cabinet) so that it conforms with the heritage style of the other boards. We should be able to provide the infrastructure for the frame, but will require assembly/installation services and the manufacture of a new cabinet. The cabinet will likely measure 835 x 1082 x 60mm.

We have detailed condition reports on the boards in both parks, which can be provided before project commencement. However, tenderers may wish to include provision for a site visit/audit in their proposed costings and schedule of work. The measurements provided in this brief are accurate to the best of our knowledge, but tenderers are advised to take their own measurements on-site before manufacturing the cabinet.

The upright posts on all the boards feature plaques depicting The Royal Parks logo and decorative finials. While there are plans to replace these features, they are not finalised and are therefore out of the scope of this brief.

The winning tenderer will work closely with the Interpretation Manager, and the Park Managers and operational teams for Richmond Park and Kensington Gardens. Key members of the team include:

- Lucy Kellett – Interpretation Manager
- Simon Richards – Park Manager, Richmond Park
- Adam Curtis, Assistant Park Manager, Richmond Park
- Andy Williams – Park Manager, Kensington Gardens
- Russell Stevens – Technical Officer, Kensington Gardens

5. Tender Process Conditions

The tender pack comprises the following documents:

- [NB: drafting note – this list of documents will be clarified in the final ITT]
- Background Information & Instructions to Tenderers (i.e., this document)
- Appendix A - Examples of map boards and noticeboards in Richmond Park and Kensington Gardens
- Appendix B - Measurements of the cabinets.
- Appendix C - Terms and Conditions of Contract
- [Suitability Assessment] or [Selection Questionnaire]
- Tender Response Document
- Price Schedule
- Form of tender

NB: the tenderer may not alter any of the documents.

5.1 Tender process:

TRP will use a single stage 'open' tendering procedure.

This requires bidders to complete and return the documents requested (see above) and upload these to the Delta eSourcing website <https://www.delta-esourcing.com/> no later than the submission deadline as detailed in the timetable below.

5.2 Tender-related queries:

If tenderers require answers to queries raised during the tender period, they must be submitted via the Delta eSourcing website <https://www.delta-esourcing.com/> at least 10 working days before the tender submission deadline. TRP will normally respond at least 6 working days before the tender submission deadline. All questions and answers will be uploaded to the Delta eSourcing website.

5.3 Tender return:

Tenders must be uploaded to the Delta eSourcing website <https://www.delta-esourcing.com/> no later than the tender submission deadline. Tenders received after this time will automatically be rejected. Tenders must be submitted as per the timetable below.

5.4 Basis of prices:

All prices must be quoted in your completed Price Schedule and must exclude VAT. Tenderers must also include any assumptions they have made when assessing costs.

5.5 Award criteria:

Please refer to paragraph xxx below. [NB: drafting note – this will be clarified in the final ITT]

Tenders will be assessed using the criteria and weightings as detailed in the Tender Response Document and accompanying Price Schedule. TRP does not bind itself to accept the highest scoring or any tender.

5.6 Confidentiality of tenders:

Please note the following requirements, any breach of which will invalidate your tender. You must not:

- (i) Tell anyone else, even approximately, what your tender price is or will be, before the time limit for delivery of tenders. The only exception is if you need an insurance quotation to calculate your tender price : you may give your insurance company or brokers any essential information they ask for, so long as you do so in strict confidence.

- (ii) Try to obtain any information about anyone else's tender, or proposed tender, before the tender submission deadline.
- (iii) Make any arrangements with anyone else about whether they should tender, or about their or your tender price.

5.7 Extension of tender period:

Any request for an extension of the tender period must be received at least seven working days before the tender submission deadline, but no undertaking can be given by TRP that an extension will be granted.

5.8 Expenses and losses:

TRP will not be responsible for or pay any expenses or losses incurred by any tenderer in preparing its tender.

5.9 Freedom of Information Act:

we are committed to open government and to meeting our legal responsibilities under the Freedom of Information Act 2000. Accordingly, all information submitted to us may need to be disclosed by us in response to a request under the Act. We may also decide to include certain information in the publication scheme, which we maintain under the Act. If you consider that any of the information included in your tender is commercially sensitive, please identify it and explain (in broad terms) what harm may result from its disclosure if a request is received, and the time period applicable to that sensitivity.

5.10 Word count:

Responses must not exceed the stipulated word count (if any given) in the Tender Response Document. TRP will not evaluate any information that exceeds the stipulated word count.

5.11 Terms and Conditions:

tenderers should read the Terms and Conditions thoroughly to ensure they fully understand the requirements of the contract as agreement to the contractual terms is an integral element of the tender process. TRP will not consider any material amendments to the Terms and Conditions.

6. Site Visits

Tenderers will have been deemed to have visited the parks if they so wish (not mandatory) and viewed our [website](#) to inform responses to tender questions or scenarios, before submitting their tenders and to have made appropriate enquiries so as to be satisfied in relation to all matters connected with the performance of the services under the contract.

Any tenderer visiting a TRP site must ensure that they comply with all relevant TRP policies, e.g. safeguarding and check the website for latest [Covid 19 guidance](#) on visiting the parks.

7. Timetable

The provisional tender timetable is as follows: **[NB: drafting note – this timetable will be detailed in the final ITT]**

Action	Due date
Tender pack published	[insert date]
Visits to the Royal Parks	[insert date]....onwards – the Parks are open to the public, so bidders are free to visit at any time.
Final date for clarification questions	[insert date].... 0 working days before tender submission deadline]
Tender submission deadline	[insert date]
Clarifications (which may involve Zoom / MS Teams interviews, if required)	[insert date]
Provisional contract award	[insert date]
Standstill period ends at midnight on	[insert date]
Contract award	[insert date]
Contract start	[insert date]

8. Award Criteria

Please refer to the Tender Response Document and accompanying Price Schedule for further information on sub-weightings.

All answers given to the quality questions in the tender will be scored as follows:

Score	Description
0	Unacceptable: nil or inadequate response. Fails to demonstrate an ability to meet the requirement.
1	Acceptable: response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.

2	Good: response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirement will be fulfilled.
3	Very good: response is completely relevant and very good overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.
4	Excellent: exceeds the requirement. The response identifies potential added value and/or innovative solutions, with supporting evidence provided.

9. Notes on Pricing:

Prices will be scored. [NB: drafting note – this will be clarified in the final ITT]

10. Tender Submissions

The format of your tender submission should be as follows:

- (i) Completed Tender Response Document
- (ii) Completed Price Schedule
- (iii) Completed Form of Tender

Suppliers must return completed forms to procurement@royalparks.org.uk no later than the tender submission deadline.

11. Clarification Meetings

Following the submission and initial evaluation of tenders, selected tenderers may be asked to attend a clarification meeting to present and answer questions on their tender responses. Tender scores will be reviewed and may be revised considering performance at interview. TRP is not obliged to hold interviews or invite all tenderers to the clarification interview. If held these interviews will take place on [NB: drafting note – this date will be as stated in the final ITT]. Tenderers must ensure that they are available on these dates. An appointment slot will be allocated nearer the time should a clarification meeting be required.