



Historic Royal Palaces is the charity that looks after:

- Tower of London**
- Hampton Court Palace**
- Banqueting House**
- Kensington Palace**
- Kew Palace**
- Hillsborough Castle**

We help everyone explore the story of how monarchs and people have shaped society, in some of the greatest palaces ever built.

We raise all our own funds and depend on the support of our visitors, members, donors, sponsors and volunteers.

Brief for Gardens Cart Resources Development (Our ref: HRP/C/HIL/2290)



1 INTRODUCTION TO HISTORIC ROYAL PALACES

Historic Royal Palaces (HRP) is a registered charity responsible for the care, conservation and presentation to the public of the unoccupied royal palaces: HM Tower of London, Hampton Court Palace, Kensington Palace State Apartments, the Banqueting House at Whitehall and Kew Palace with Queen Charlotte's Cottage. HRP assumed management of Hillsborough Castle, official residence of HM The Queen in Northern Ireland and residence of the Secretary of State for Northern Ireland.

HRP does not receive any government funding and derives its income principally from admission, retail, function, sponsorship and other commercial activities. For further information please visit: www.hrp.org.uk.

Our Learning & Engagement (L&E) programme creates opportunities for all people to explore the story of how monarchs and people have shaped society, in some of the greatest palaces ever built.

2 INTRODUCTION TO GARDENS EXPLORERS CART & ASSOCIATED RESOURCES

Hillsborough Castle is embarking upon a major development programme to re-present the castle and gardens, enhance the site facilities and develop a public programme for a diverse range of audiences, with assistance from the Heritage Lottery Fund.

In line with our Heritage Lottery funded Activity Plan, we are creating learning and engagement programmes, which, for the first time, will make Hillsborough Castle accessible and engaging for all.

Hillsborough Castle is situated in a wide and diverse landscape of 96 acres, which includes, human-made features such as; a temple, ice house, pineapple houses and natural features including ponds and lakes, moss walk and pinery.

To help visitors, alongside those they are with, explore and engage with Hillsborough Castle's gardens, it is proposed that a staffed cart will offer a 'pick and mix' selection of self-guided resources, trails and activities which people can borrow and use.

Project aims

- Creation of a range of accessible trails, games and activities, which will engage a variety of different ages and learning styles, and will encourage people to participate together.
- Hillsborough Castle will become known as a site offering a high quality, engaging and accessible family programme.
- Visitors will be able to actively engage with the gardens and to make their own discoveries alongside those they are visiting with.
- Visitors will discover an area of the gardens, story or aspect of the natural world, which they have not previously.
- Enable visitors to feel more connected to the natural world and environment.
- To encourage people to have fun in the gardens and castle grounds.

Project target audience

- The target audience are day visitors to the castle, local, domestic and international, particularly family groups.



Project structure

- Maria Magill (Learning Producer: Schools, Families & Young People) - Project Manager.

Project timings

Date	Activity
6 th July 2018	Brief issued.
13 th July 2018	Deadline for any questions pertaining to the brief.
27 th July 2018	Deadline for responses to brief.
10 th August 2018	Writer appointed.
17 th August 2018	Kick-off meeting with Learning Producer.
14 th September 2018	Drafts to be sent to Learning Producer.
12 th October 2018	Redrafts received.
February - March 2019	Piloting of cart and resources & evaluation. Requested changes submitted.
April 2019	Final versions received.

3 OVERVIEW OF OUR REQUIREMENT

- 3.1 The creation & delivery of 5 trails/resources for use by visitors to the gardens.
- 3.2 These will focus on a variety of themes: sight, sound, smell, taste/food, touch/texture. The successful appointee will undertake all research & writing of resources/activities.

4 DETAILED REQUIREMENTS

4.1 Content requirements

- Resources must be accessible for all and encourage exploration of the gardens in a fun and interactive way.
- Resources must encourage inter-generational and family learning.
- Resources must be distinctive and utilise Hillsborough Castle Garden's USPs.

4.2 Design requirements

- The resources must be appealing for a family audience.
- Accessibility must be considered regarding all aspects; font, colours used, as well as the content and nature of the trails/resources/tasks and games and the areas of the gardens which visitors are directed to.
- Design and content must be unique and informed by the site, its heritage and history.
- Design should not be limited to a simple A4 two-sided trail. It is envisaged that one will take the form of a sensory spinner, one a 'fortune teller' game and the others will adopt additional creative approaches.





4.3 Technical requirements

- The resources must be supplied in a digital format which can be changed in-house to reflect changes in the gardens/wider site.
- Content must be well researched and accurate.
- Design must comply with HRP's Brand Matters guidelines.

4.4 Logistical requirements

- The facilitator must independently travel to Hillsborough Castle for all onsite meetings.
- Associated travel, subsistence and accommodation costs must be included within the fee proposal, if applicable.

4.5 Specific deliverables

- Complete digital content for all 5 trails/resources/games, which can be amended in-house.

5 COPYRIGHT

You should be aware that full details in respect of copyright and Intellectual Property Rights and ownership will be outlined in the contract awarded to the successful tenderer. However, in the interests of transparency we wish to reiterate that HRP expects to retain all rights in the work and/or deliverables produced for or in relation to this project to include the right to use them in the future as we may wish.

As such any prices or costings provided should be done so with this basis in mind.

6 SAFEGUARDING

If any of the service is delivered onsite at any of the HRP sites or at other sites (e.g. schools, libraries or community centres), then the contractor/supplier or any sub-contractors may be required to undergo the necessary checks. Furthermore, the Contractor/Supplier will agree to comply with HRP Safeguarding Children Policy. This will be supplied by HRP.

7 ROLE AND RESPONSIBILITIES OF HISTORIC ROYAL PALACES

- The Learning Producer will be in contact with the writer throughout the development stage.
- HRP will arrange regular update meetings.
- HRP will host onsite visits at Hillsborough Castle.
- HRP will sign off the content throughout the writing process.



- HRP will provide access to historical research, information, conservation guidelines, brand guidelines and any other relevant document, as required,

8 BUDGET

Project Fee: £3,000

Please provide a detailed cost break-down for your proposed solution. Please be aware that as a charity, we are looking for *reasonable and cost-effective* solutions and this will form part of our evaluation criteria when deciding which proposal offers the best value for money.

To this end, the above mentioned budget cannot be exceeded.

9 SUPPORTING DOCUMENTS

- Appendix 1: Images of the gardens.
- Appendix 2: History of Hillsborough Castle: An Overview
- Appendix 3: Proposed Terms & Conditions

10 THE TENDER PROCESS

Should you wish to submit a proposal in response to this brief instructions on how to do so are included below.

The schedule

Timetable:

The timetable of events is as follows:

Stage	Time	Date
i) Issue brief	N/A	06.07.18
ii) Tenderers confirm interest	Noon	13.07.18
v) Deadline for questions pertaining to the brief.	Noon	13.07.18
vi) HRP to issue question / answer list	N/A	19.07.18
vii) Tenderers to submit proposals	Noon	27.07.18
ix) HRP to assess proposals, seek clarifications & select successful consultant	N/A	10.08.18
x) Work to commence	N/A	11.08.18
xi) Date for final delivery	N/A	April 2019

Confirmation of interest:

Please confirm to Maria Magill on maria.magill@hrp.org.uk whether or not you intend to submit a proposal before the date outlined in ii) above.

It would also be helpful at this point if you could confirm whether you are operating as a limited company (in which case please advise your registered company number) or on a self-employed basis.

Site visits:

Visits to the public areas of the palaces can be organised with two working days' notice, however visits to the non-public and office areas will need to be by appointment and will depend on the availability of our colleagues so as much notice as possible would be helpful.

Questions and deadline for questions:

If you have any other questions regarding the requirements or any aspect of the process, please contact Maria Magill on maria.magill@hrp.org.uk at any time prior to the deadline for queries detailed above.



Please be aware that unless the question relates to a unique aspect of your proposal, details of all questions and the related answers will be shared with all parties.

HRP will collate all questions and answers within 24 hours of the deadline, and circulate the information via email.

Submission of a Proposal

Proposals must be submitted by the time and date detailed above.

Your proposal should include the following:

- a) Basic Company Information Form as provided in Appendix X.
- b) Your proposal, including:
 - a. Your creative response
 - b. Breakdown of costs
 - c. Details of your approach to delivering the work
 - d. Examples of your recent work.
 - e. Confirmation that you are happy with the proposed contract.

Please ensure that if your response is comprised of a number of files that as well as containing a description of the contents these are numbered sequentially in the order it is intended they be viewed.

11 FURTHER NOTES

Before beginning to prepare your proposal, you should be aware of the following terms and conditions in relation to this process:

- a) HRP are not obliged to accept the lowest fee proposal, highest income proposal or indeed any proposal;
- b) The time and expense incurred in preparing proposals and participating in this invitation to tender exercise is entirely at your own cost. No fee will be paid by HRP, nor reclaim of costs permitted;
- c) The information provided to you as part of this invitation is confidential and should not be publicised or supplied to third parties except in order to obtain advice from professional advisers or prepare costings, unless HRP agree in writing this is permitted;
- d) Both during and after the tender process, you must seek prior written permission from HRP before publishing, advertising or updating information and text or uploading images and videos featuring HRP or related to this tender in any current or future media channel or social media platform throughout the world including, but not limited to, Twitter, Instagram, Facebook, Pinterest and YouTube;
- e) You should be aware that all contact with HRP should be in line with the processes outlined in this agreement, and that attempts to unlawfully influence, bribe or coerce HRP staff in contravention of the Bribery Act 2010 is not permitted;
- f) In submitting a proposal or tender submission, you shall be deemed to have fully familiarised themselves with the scope and nature of the contract requirements. Any claim arising out of the failure to do so will be rejected;
- g) HRP reserves the right to negotiate with any preferred supplier(s) and change the scope and specification of the requirement as may be necessary;
- h) In preparing your proposal you shall ensure that any personal data or other information has been supplied with the consent of the individuals concerned and that they are content that HRP may distribute such details



within the organisation for the purposes of evaluating the proposals and other legitimate business needs;

- i) We will retain your company and contact details within our files for five years so we can contact you regarding this opportunity or any similar opportunities which may arise, unless at any time in the interim you advise us on procurement@hrp.org.uk you would wish your details be deleted;
- j) In the event that you have any concerns relating to any conduct or behaviour of any HRP employee, or any other matter related to the management of this tender process such matters may be raised through one or all of the following methods as most appropriate:
 - i) SupplierConcerns@hrp.org.uk (accessible by HRP Head of Procurement);
 - ii) Concerns@hrp.org.uk (accessible by the HRP Head of Audit and Risk).

Any such reports shall remain anonymous unless otherwise agreed with the individual raising the concern.

