



Monmouthshire County Council Request for Quotation

Production of 3D Immersive Experiences for Two Monmouthshire Visitor Attractions



**Closing date and time for receipt of quotations:
5pm Monday 17th November 2025**



Funded by UK Government

Introduction

You are invited to quote for the provision of the goods, services or works detailed below. Your quotation must be received by the date and time specified. Quotations received after the deadline may not be considered. Any queries relating to this request for quotation are to be sent by electronic means via www.sell2wales.gov.wales

Submission instructions

Your quotation will be submitted by electronic means by the date and time specified via the www.sell2wales.gov.wales portal. If you require any further assistance, including technical advice on the uploading of information please use the Sell2Wales help desk on 0800 222 9004.

Quotations received after the deadline may not be considered. Monmouthshire County Council accept no responsibility for the late delivery of quotations.

Please ensure that you sign the document, failure to do so will make your "Request for Quotation" invalid.

Quotations may be submitted in Welsh and will be treated no less favourably than a quotation in English.

If a supplier requires a copy of the quotation document in Welsh please contact the originating Officer.

Request for Information/Queries

If you have any questions or require any clarifications, these must be communicated electronically via the Sell2Wales portal. **Please note that telephone enquiries will not be accepted.** All questions and answers will be distributed anonymously to all suppliers. The Council will attempt to answer any queries or provide any information deemed reasonable within the time available.

Confidential Details

The supplier (whether the quotation is accepted or not) and all other recipients of the quotation document (whether they submit a quotation or not) shall treat the details of the documents as private and confidential. Any quotation received in response to this enquiry shall be treated likewise by Monmouthshire County Council, except where requested in compliance with the Freedom of Information Act 2000.

Prices and costing

The submission of this quotation will be deemed to be an undertaking that the offer includes for all costs and expenses for the activities/work specified.

The Supplier shall be deemed to have checked for and removed all errors from the quotation prior to submission. If the Council suspects that there has been an error in the Commercial Schedule, the Council reserves the right to seek such clarification as it considers necessary from that supplier only.

Where quotations appear to be abnormally low in relation to the supplies or services the Council shall require suppliers to explain the price or costs proposed in the quotation. The Council may reject the quotation where the evidence supplied does not satisfactorily account for the low level of price or costs proposed.

The quotation (including price) should remain valid for a minimum period of 90 days.

Awarding of contract

Monmouthshire County Council will make the decision to award the contract based on the most economically advantageous offer, which will be based on the following weightings: Price **30%**; Quality **70%**. The council is not bound to accept any quotation.

No quotation shall be deemed to have been accepted unless such acceptance has been notified to the supplier in writing.

Payment Terms

Subject to satisfactory service the payment terms will follow the Monmouthshire County Council's payment terms which are net 30 days payable by BACS (alternative payment methods are available upon request).

All prices are to be stated in sterling exclusive of Value Added Tax.

Expenses and Losses in Quotation

Monmouthshire County Council, will not be responsible for, or pay for expenses or losses that may be incurred by a supplier in the preparation of this quotation exercise, or subsequent interviews relating to the appointment of a preferred provider for this service.

Terms and Conditions

The contract will be governed by the council's Standard Terms and Conditions, available on request.

Insurance

It is a condition of the contract that if successful you must have insurance at the following levels:

- Employers Liability - £10,000,000 (it is a legal requirement for business to have a minimum £5,000,000 level of cover, however Sole Traders are exempt)
- Public Liability - £5,000,000
- Professional Indemnity - £1,000,000

Failure to evidence that these insurances are in place at the point of award will result in the immediate termination of the contract / framework. Failure to maintain the required insurance through the life of the framework / contract will also result in immediate termination of the contract / framework.

Please upload copies of the insurance certificates into the attachment area.

Economic & Financial Standing

Provide your Dun & Bradstreet (DUNS) registration number. If you are not currently registered you must obtain a free DUNS number for your business by visiting www.dnb.co.uk/Forms/DUNS_Request.asp.

Welsh Language Requirements

The Successful Tenderer will need to ensure that services provided through this contract are compliant with the Authority's Welsh Language Scheme for the Welsh Government and moving forward the Welsh Language Standards where applicable.

Freedom of Information Act

The Authority is committed to open government and operates under a Code of Practice on Public Access to Information to meeting their responsibilities under the Freedom of Information Act 2000. Any information that Tenderers submit as part of their response may need to be disclosed in response to a request under the Act.

Background

Monmouthshire is a border county located in South-East Wales with a population of approximately 92,000. It is a largely rural county, interspersed with four market towns and a number of villages. In 2024, 2.28 million visitors came to Monmouthshire, spending 3.53m visitor days in the county, generating more than £352 million benefit for the local economy, and supporting 3,422 full time equivalent (FTE) jobs. (Spend by visitors in Monmouthshire supports approximately 15% of jobs in the county). 2024 STEAM figures show continued recovery of Monmouthshire's visitor economy post-pandemic with the economic impact of tourism increased by 1.9% and the economic impact per visitor day increased by 6.9% compared with 2023.

Over the past ten years there's been a 28% real terms increase in the value of tourism in Monmouthshire. The County recovered faster from the pandemic than other parts of South-East Wales and it has significantly outperformed region-wide growth levels over the same period.

One of the lessons of the Covid pandemic was that we need to achieve a better balance between the needs of residents and visitors and that tourism needs to be developed in a more inclusive way to ensure a warm welcome remains at the heart of the visitor experience.

'Tourism for All' is a concept that is addressing a growing segment of travellers with a diverse range of needs and requirements. What is "accessible" to one traveller who is a wheelchair user, for example, may be very difficult to access or completely inaccessible to another traveller with a different type of disability, mobility impairment or other conditions. And a large proportion of travellers with disabilities have 'invisible' impairments (such as cognitive or mental health conditions and long-term illnesses) that may not be, unlike wheelchair users, immediately obvious just by looking at them.

Monmouthshire's 'Destination for All' UK Government Shared Prosperity Funded project aims to improve the accessibility of the destination for everyone in the county, whether they're here for a day, a week, or a lifetime. In doing so, it aims to counter the effects of isolation, particularly for older and disabled people.

This commission will help achieve the project's aims by improving the quality of pre-visit information for two of Monmouthshire's key visitor attractions to help reduce stress and uncertainty amongst people with different access needs.

SCOPE OF WORKS

Monmouthshire County Council wishes to commission two 3D Immersive 360 Virtual Tours in English & Welsh to improve the quality of pre-visit information displayed on the primary destination marketing website (www.visitmonmouthshire.com). 3D immersive 360 virtual tours are required for **Abergavenny Castle and Museum** and **Tintern Old Station**, two key visitor attractions in Monmouthshire.

The 3D Immersive 360 Virtual Tours need to capture all aspects of the visit from first point of arrival at the attraction to departure, as their primary purpose is to enable people with specific access needs to make informed decisions on whether the attraction is suitable for them to visit or not. The tours may also be used to provide virtual access to those who are unable to visit physically, and to determine whether the venues are suitable for specific group visits.

KEY DELIVERABLES

I. The production of two 3D Immersive 360 Virtual Tours for Abergavenny Castle and Museum and Old Station, Tintern which enable users to explore, assess and easily understand the visitor attraction environments before they arrive.

II. The immersive tours should be based on the latest trusted 3D scanning and immersive technology to create fully navigable digital environments. The quotation should include the hosting of the immersive experience for two years and include any costs for accessible digital bolt-ons.

III. The video filming captures needs to take place before the end of January 2026 and the completed 360-degree virtual tours provided before Friday 6th March 2026

IV. The successful company must be responsible for obtaining all permissions for the capture on sites (but will be assisted by the Destination for All Project Co-Ordinator and relevant Monmouthshire County Council officers).

V. Separate English and Welsh language versions of the 360 degree immersive experience virtual tours are required and UK Government funding logos need to be included.

VI. Key information for the immersive experiences such as important heritage / historic elements / customer information / contact information / further website links will be provided by project officers.

CONTRACT MANAGEMENT AND REVIEW

Provisional Project Delivery Timetable

Stage	Dates/Time
Contract Start	1 st December 2025
Inception Meeting	3 rd December 2025
Video captures undertaken	Before end of January 2026
Draft tours received by client	20 th February 2026
Final tours received by client	6 th March 2026
Final invoice by	13 th March 2026

Procurement Timetable

This timetable is indicative only. The Council reserves the right to change it at its discretion

Issue Quotation	28 th October 2025
Deadline for Quotation	17 th November 2025
Notification of Contract Award	26 th November 2025
Contract Start Date	1 st December 2025
Completion and Delivery of 3D immersive experience	13 th March 2026

Submissions and Award Criteria

Consultants with relevant recent experience are invited to submit proposals. Consultants should note that their submissions are made at risk, and that no fees are payable at this stage of the process.

Submissions should include:

- A brief statement of the proposed methodology, programme of work and approach to the commission
- Details of the time (in hours) to be allocated to different activities within the project by assigned personnel and associated costs
- A summary of itemised and total costs
- Confirmation that the work can be completed and the final tours provided to the client by 6th March 2026.

Award Criteria

All quotations will be evaluated and awarded on the basis of the most economically advantageous offer, not lowest cost, assessed on the following award criteria.

Price: 30% please refer to Pricing Schedule below.

Quality: 70%

See separate Scoring methodology document detailing the scoring methodology to be used by MCC for the evaluation of responses, available from the Sell2Wales portal.

The tenderer with the lowest prices will score 100% and all other tenderers will score a pro-rata % based on their difference in price.

The quality score and the price score for each tender will be added together to produce a total score. The tenderer offering the most economically advantageous bid i.e. the highest total score will be recommended for acceptance.

Technical (quality) responses will be evaluated on the following basis:

QUALITY 70%	Quality will be measured against the following criteria which have been weighted according to relative importance as follows:	CRITERIA SCORE
Q1 Experience	<p>Please describe how your previous experience of, and knowledge gained from, working on similar previous projects will benefit the successful delivery of the services required under this contract as described in this document, giving examples of recent similar projects that you've completed.</p> <p><i>Please limit your answer to a maximum of 2 sides of A4 (minimum font size 11, Arial, single spacing).</i></p>	30%
Q2 Resources	<p>Please identify the qualified personnel that will be assigned to deliver the work for this contract, the roles and responsibilities they will undertake along with the skills, knowledge and experience they will bring to the project.</p> <p><i>Please limit your answer to a maximum of 2 sides of A4 (minimum font size 11, Arial, single spacing).</i></p>	25%
Q3 Project Management	<p>Clearly describe the process that you will follow to successfully deliver the contract. To include:</p> <ul style="list-style-type: none"> • Confirmation of your ability to deliver the work within the timescales outlined. • Description of how you would intend to deliver this contract. • Provide a Work Programme Plan outlining key stages of the work and indicative timeline/dates. <p><i>Please limit your answer to a maximum of 2 sides of A4 (minimum font size 11, Arial, single spacing).</i></p>	25%

Q4 Risk Management	Outline your approach to Client risk management and include a risk register covering no more than the top 10 risks and how you would propose mitigating for these risks. <i>Please limit your answer to a maximum of 1 side of A4 (minimum font size 11, Arial, single spacing).</i>	10%
Q5 Communication	Please describe how you will ensure consistent communication with the client and appropriate engagement with all required key stakeholders during the delivery of the contract. Provide a communication plan. <i>Please limit your answer to a maximum of 1 side of A4 (minimum font size 11, Arial, single spacing).</i>	10%

PRIVATE & CONFIDENTIAL

SUPPLIER RESPONSE

Suppliers shall evidence within the spaces provided below **specific** responses to the above questions:

Q1

Q2

Q3

Q4

Q5

SUPPLIER RESPONSE - PRICING SCHEDULE

Description (cost breakdown) <i>Add additional lines as required</i>	Price (£) excluding VAT (Including all reasonable expenses)

Please confirm this offer value in writing:

.....pounds and pence.

Company Name

.....

Address

.....
.....

Contact name

.....

Tel

.....

Email

.....

DUNs Registration Number.....

I certify that this offer provides an accurate cost for provision of the goods or service requested in this quotation, all associated costs in providing this offer, and any subsequent pre-contract meetings;

I also confirm that this offer remains open for a period of 90 days

Signed

.....

Position

.....

Date

.....

Non-Collusion Declaration

CLIENT: MONMOUTHSHIRE COUNTY COUNCIL

WORKS: 3D IMMERSIVE EXPERIENCE 360 VIRTUAL TOURS

RETURNABLE:

The essence of the process is that the customer shall receive bona fide competitive tenders from all firms. In recognition of this principle, we certify that this is a bona fide tender, intended to be competitive, and that we have not fixed or adjusted the amount by or under or in accordance with any agreement or arrangement with any other person. We also certify that we have not done and we undertake that we will not do at any time before the returnable date for this tender any of the following acts:

- a) Communicating to a person other than the person calling for these tenders the amount or approximate amount of the tender.

- b) Entering into any agreement or arrangement with any other person that he shall refrain from submitting a tender or as to amount of any tender to be submitted.

- c) Offering or paying or giving or agreeing to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other submission for the said work any act or thing of the sort described above.

In this certificate, the word 'person' includes any persons and anybody or association corporate or incorporate; and "any agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not.

Signed:

On behalf of:

Date: