**The Museum Shop – Supplier Engagement Exercise**

We are reviewing how we deliver our museum shop at Maidstone Museum ran currently inhouse by Maidstone Borough Council. We would like to understand what companies are available to deliver the service on our behalf, what benefits we may be able to achieve from this option and any predicted profit share associated with this to ensure we have fully explored this option.

At this stage this is only an engagement task, which will last for one month.

Our Current model and background information

The shop is located in Maidstone Museum in the town centre of Maidstone. All visitors to the museum have to pass through the shop to enter or exit the building. The footfall into the museum pre Covid19 was about 60,000-70,000 annually.

The shop opening hours fails in line with the museum opening times, which are:

Low Season (outside of summer holidays)

Wednesday-Saturday 10:00-16:00

High Season (during summer holidays)

Monday-Saturday 10:00-16:00

The current stock items which are sold in the museum shop are:

* Museum branded merch
* Tourism orientated items
* Items related to the Queens Own Royal West Kent Regiment
* Items related to a temporary exhibition or
* Items from local suppliers on a sale or return basis

The expectations of the museum shop

* Promote the museum through the sale of branded items
* Encourage learning and development to school children through the sale of educational items
* Maximise income and minimise stock waste
* Promote tourism by selling appropriate items

Potential contract

Due to the requirements to sell particular items the authority would be interested in a concession contract. We are open to innovative ways of approaching this and interested to hear different models for profit sharing.

**How to respond**

**Company Overview and Proposed Solution**

Interested parties are invited to submit an overview of their company, and a proposed solution which they feel would best suit our requirements.

Our team will assess this information for relevance and suitability.

Interested companies should submit their response via the Kent Business Portal in a Microsoft compatible document, covering the following points:

* Outline what your company can offer and how the service would be provided.
* Examples and experience of similar work undertaken.
* How you would look to make the shop successful.
* A breakdown of your anticipated profit share model.

**PLEASE RESPOND VIA THE MESSAGING FUNCTION WITHIN KENT BUSINESS PORTAL BY 5PM ON WEDNESDAY 3RD NOVEMBER 2021.**

**Disclaimer**

At the conclusion of the engagement process, the Council will determine the most appropriate route to market in order to procure a new contract for this service.

Maidstone Borough Council is conducting this supplier engagement exercise to understand the market in terms of supplier interest and potential outsourcing benefits. It does not guarantee that it will tender for this contract although that may be an option at a later date.

If a tender process is undertaken this would not start until Spring 2022.