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Planning

## **All In Member Services Hub delivery partner**

Arts Council England

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-000680

Procurement identifier (OCID): ocds-h6vhtk-04cea1

Published 9 January 2025, 2:05pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Arts Council England

The Hive, 2nd Floor 47 Lever Street

Manchester

M1 1FN

#### **Contact**

Procurement Services

#### **Email**

[procurement.services@artscouncil.org.uk](mailto:procurement.services@artscouncil.org.uk)

#### **Telephone**

+44 1619344317

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.artscouncil.org.uk/supplying-arts-council>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Recreation, culture and religion

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## Section II: Object

### II.1) Scope of the procurement

#### II.1.1) Title

All In Member Services Hub delivery partner

Reference number

ACE 669 ITT

#### II.1.2) Main CPV code

- 79342300 - Customer services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

Contract Term: up to four years (April 2025 - March 2029) Total Contract Value: up to £170,000 excluding VAT Arts Council England (ACE) are seeking to appoint a delivery partner for our All In Member Services Hub. All In is a new arts access scheme for D/deaf, disabled, and neurodivergent people in the UK and Ireland. You can find out more on our website: <https://www.artscouncil.org.uk/developing-creativity-and-culture/diversity/all-in> Creative and cultural experiences should be accessible to all. By removing barriers, organisations across the UK and Ireland can welcome more people with access requirements through their doors. Together, we will work towards a sector which says, 'everyone's welcome'. This advert refers to the commissioning of a customer support service to support the operation of All In; the new Access Scheme supporting the experience of D/deaf, Disabled and Neurodivergent people when attending arts and cultural events in the UK and Ireland, launching in Autumn/Winter 2025. The Member Services Support Hub will specifically support individuals who are members of the scheme - D/deaf, Disabled and Neurodivergent people who buy tickets and attend arts and cultural events – with all aspects of managing their membership (e.g. understanding what All In offers, setting up their account, low level tech support and navigating our online platform). The Member Services Support Hub needs to offer various accessible ways for members to seek and receive high quality support (e.g. telephone, email, online chat). We are currently scoping out our requirements and would welcome the opportunity to discuss this further with potential suppliers who have knowledge and experience of delivering accessible customer support, informed by the Social Model of Disability, via some market engagement meetings on 23rd and 24th January 2025 through Microsoft Teams. To help you prepare, the topics we wish to discuss are: 1) Your proposed

approach for delivery 2) How the services may evolve over time 3) Charges/payment profile 4) Contract duration 5) Social Value opportunities. If you are interested in participating in our market engagement activities, please forward: - some brief information (max 2 sides of A4) about your organisation and your experience of delivering accessible customer support - the names, job titles and email addresses, of the individuals available to attend our market engagement meetings via teams on 23rd and 24th January 2025 to [procurement.services@artscouncil.org.uk](mailto:procurement.services@artscouncil.org.uk) by 2pm on 22nd January 2025. Please quote procurement reference ACE 669 in the subject line of your email.

### **II.1.5) Estimated total value**

Value excluding VAT: £170,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

### **II.2.4) Description of the procurement**

Contract Term: up to four years (April 2025 - March 2029) Total Contract Value: up to £170,000 excluding VAT Arts Council England (ACE) are seeking to appoint a delivery partner for our All In Member Services Hub. All In is a new arts access scheme for D/deaf, disabled, and neurodivergent people in the UK and Ireland. You can find out more on our website: <https://www.artscouncil.org.uk/developing-creativity-and-culture/diversity/all-in> Creative and cultural experiences should be accessible to all. By removing barriers, organisations across the UK and Ireland can welcome more people with access requirements through their doors. Together, we will work towards a sector which says, 'everyone's welcome'. This advert refers to the commissioning of a customer support service to support the operation of All In; the new Access Scheme supporting the experience of D/deaf, Disabled and Neurodivergent people when attending arts and cultural events in the UK and Ireland, launching in Autumn/Winter 2025. The Member Services Support Hub will specifically support individuals who are members of the scheme - D/deaf, Disabled and Neurodivergent people who buy tickets and attend arts

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### **II.3) Estimated date of publication of contract notice**

21 February 2025

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

### **VI.3) Additional information**

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=915766395>

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