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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): ocids-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

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

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 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

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

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>

GO Reference: GO-202519-PRO-29086496