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Tender

## **Historic Royal Palaces Ticketing System Tender**

Historic Royal Palaces

F02: Contract notice

Notice identifier: 2023/S 000-001730

Procurement identifier (OCID): ocds-h6vhtk-0398fe

Published 19 January 2023, 4:05pm

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

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

Historic Royal Palaces

Apartment 62

East Molesey

KT8 9AU

#### **Email**

[robert.turnbull@hrp.org.uk](mailto:robert.turnbull@hrp.org.uk)

#### **Telephone**

+44 2031666076

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.hrp.org.uk/#gs.nm90m1>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/register/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/register/>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://www.delta-esourcing.com/register/>

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

Other type

Independent Charity

**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**

Historic Royal Palaces Ticketing System Tender

#### **II.1.2) Main CPV code**

- 48100000 - Industry specific software package
  - TA34 - For tickets
  - TA35 - For entrance tickets

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Historic Royal Palaces (HRP) is seeking to undertake a tender exercise to identify a Ticketing System Platform to serve them for at least the next 3-5 years. This is intended to enable HRP to select a visionary ticketing platform solution partner with a state-of-the-art but cost-effective ticketing solution, as well as in-house project, development, integration, and design expertise.

Key aspects of the selection will be identifying a partner who can provide a smooth transition from the current platform; maintain all current ticketing, membership and donation functionality online and onsite; allow for the provision of a stable and fully scalable platform; provide full integration into HRP's Customer Relationship Management system; continue to provide services for B2B clients; and provide HRP with a fully managed service for the delivery and support of all associated hardware and services as required.

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

Value excluding VAT: £2,000,000

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

This contract is divided into lots: No

### **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 22459000 - Tickets
- 72421000 - Internet or intranet client application development services
- 48481000 - Sales or marketing software package

### **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**

Historic Royal Palaces (HRP) is seeking to undertake a tender exercise to identify a Ticketing Platform Solution to serve them for at least the next 3-5 years. This is intended to enable HRP to select a visionary ticketing platform solution partner with a state-of-the-art but cost-effective ticketing solution, as well as in-house project, development, integration, and design expertise.

The chosen partner will be able to quickly deliver a solution that increases capability to sell a wide range of tickets, memberships, and other products, and provide functionality that enables delivery of complex ticket packages, more sophisticated pricing strategies and integrates with a range of payment methods.

Key aspects of the selection will be identifying a partner who can provide a smooth transition from the current platform; maintain all current ticketing, membership and donation functionality online and onsite; allow for the provision of a stable and fully scalable platform; provide full integration into HRP's Customer Relationship Management system; continue to provide services for B2B clients; and provide HRP with a fully managed service for the delivery and support of all associated hardware and services as required.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £2,500,000

**II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Options will exist within the agreement for a renewal of the agreement beyond the initial term up to an estimated total duration of 5 years.

**II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

Maximum number: 5

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: No

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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**Section III. Legal, economic, financial and technical information**

**III.1) Conditions for participation**

**III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **Section IV. Procedure**

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

#### **IV.1.1) Type of procedure**

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

20 February 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 5 Years

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

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-East-Molesey:-Industry-specific-software-package./793D84WCZ2>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/793D84WCZ2>

GO Reference: GO-2023119-PRO-21944422

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Historic Royal Palaces

Apartment 2

East Molesey

KT8 9AU

Country

United Kingdom