

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/001730-2023>

Tender

Historic Royal Palaces Ticketing System Tender

Historic Royal Palaces

F02: Contract notice

Notice identifier: 2023/S 000-001730

Procurement identifier (OCID): ocids-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

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

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

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

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)

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