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Tender

Ticketing and Membership Management System for Hampshire County Council's Hampshire Countryside Services and Hillier Gardens

HAMPSHIRE COUNTY COUNCIL

F02: Contract notice

Notice identifier: 2022/S 000-001852

Procurement identifier (OCID): ocids-h6vhtk-030dd5

Published 21 January 2022, 1:16pm

Section I: Contracting authority

I.1) Name and addresses

HAMPSHIRE COUNTY COUNCIL

The Castle

WINCHESTER

SO238UJ

Email

procurement.support@hants.gov.uk

Country

United Kingdom

NUTS code

UKJ36 - Central Hampshire

Internet address(es)

Main address

www.hants.gov.uk

I.3) Communication

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

<https://in-tendhost.co.uk/hampshire.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/hampshire.aspx/Home>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Ticketing and Membership Management System for Hampshire County Council's Hampshire Countryside Services and Hillier Gardens

Reference number

CC18652

II.1.2) Main CPV code

- 48110000 - Point of sale (POS) software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Hampshire County Council's Culture, Communities & Business Services (CCBS) Department is seeking an integrated ticketing and membership system to replace a number of local solutions for its Country Parks and Sir Harold Hillier Gardens.

There is also the potential for the new system to be used by other council business areas.

The requirement is for an 'cloud' hosted, commercial off-the-shelf (COTS) system to facilitate on-line and in-person ticketing & membership management together with retail and catering management (EPOS) hardware at the Country Parks and Sir Harold Hillier Gardens. The service must meet Hampshire County Council's PCI compliance requirement compliance or make a contractual commitment to achieve PCI compliance by the "go live" date.

The Supplier must have (or contractually commit to achieving within 12 months) ISO27001

The new system needs to be up and running in time for the 2022 season.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48330000 - Scheduling and productivity software package
- 48430000 - Inventory management software package

II.2.3) Place of performance

NUTS codes

- UKJ3 - Hampshire and Isle of Wight

Main site or place of performance

Hampshire County Council Country Parks and Sir Harold Hillier Gardens

II.2.4) Description of the procurement

Hampshire County Council's Culture, Communities & Business Services (CCBS) Department is seeking an integrated ticketing and membership system to replace a number of local solutions for its Country Parks and Sir Harold Hillier Gardens.

There is also the potential for the new system to be used by other council business areas.

The requirement is for an 'cloud' hosted, commercial off-the-shelf (COTS) system to facilitate on-line and in-person ticketing and membership management together with retail and catering management (EPOS) hardware at the Country Parks and Sir Harold Hillier Gardens. The service must meet Hampshire County Council's PCI compliance requirement compliance or make a contractual commitment to achieve PCI compliance by the "go live" date.

The service must be accredited to Cyber Essentials Plus security standard and ISO27001 within 12 months.

A Selection Questionnaire will be used to assess the eligibility of suppliers.

Suppliers are required to pass the council's Cloud Services Questionnaire.

The new system needs to be up and running in time for the 2022 season.

II.2.5) Award criteria

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

documents

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

2 x twelve month extensions

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

List and brief description of selection criteria

Ticketing and membership solution available as a commercial off the shelf product cloud hosted product.

Evidence of the solution being used at 3 visitor attractions of a similar type to Hampshire County Councils Country Parks or Sir Harold Hillier Gardens (public or private sector).

ISO27001 or a commitment to achieve this if the supplier has accreditation to the Cyber Essentials Plus standard.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

PCI compliance or a contractual commitment to meet the required standard prior to "go live" during the second quarter of 2022

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

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

Date

21 February 2022

Local time

2:00pm

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)

IV.2.7) Conditions for opening of tenders

Date

21 February 2022

Local time

2:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Hampshire County Council

The Castle

Winchester

SO23 8UJ

Email

procurement.support@hants.gov.uk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As set out in the Public Contract Directive 2014/24/EU