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Contract

## **CPU 5163 CRM and Ticketing Software System**

Nottingham City Council

F03: Contract award notice

Notice identifier: 2023/S 000-003142

Procurement identifier (OCID): ocds-h6vhtk-0340bb

Published 1 February 2023, 3:22pm

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

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

Nottingham City Council

Loxley House, Station Street

Nottingham

NG2 3NG

#### **Contact**

Ms Louise Dobson

#### **Email**

[Louise.Dobson@nottinghamcity.gov.uk](mailto:Louise.Dobson@nottinghamcity.gov.uk)

#### **Telephone**

+44 1158763460

#### **Country**

United Kingdom

**Region code**

UKF - East Midlands (England)

**Internet address(es)**

Main address

<http://www.nottinghamcity.gov.uk>

Buyer's address

<http://www.nottinghamcity.gov.uk>

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

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

CPU 5163 CRM and Ticketing Software System

Reference number

DN614901

**II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

**II.1.3) Type of contract**

Services

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

Theatre Ticketing and Customer Relationship Management System.

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £315,000

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

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

NUTS codes

- UKF1 - Derbyshire and Nottinghamshire

Main site or place of performance

Cloud hosted system being delivered at the Nottingham Theatre Royal Concert Hall

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

Theatre Ticketing and Customer Relationship Management System.

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

Quality criterion - Name: Quality Questions on delivery method / Weighting: 40

Quality criterion - Name: Essential functionality criteria / Weighting: 30

Price - Weighting: 30

#### **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 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: No

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

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-014869](#)

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## **Section V. Award of contract**

### **Contract No**

CPU 5163

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 September 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 6

Number of tenders received from SMEs: 6

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Tessitura Network Inc

Dallas, Texal

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £315,000

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**Section VI. Complementary information**

**VI.4) Procedures for review**

**VI.4.1) Review body**

Nottingham City Council

Nottingham

Country

United Kingdom