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Contract

Implementation and on-going support of a Ticketing, Fundraising, Membership and CRM system

National Museums Scotland

F03: Contract award notice

Notice identifier: 2022/S 000-004488

Procurement identifier (OCID): ocids-h6vhtk-02c8f5

Published 17 February 2022, 9:05am

Section I: Contracting authority

I.1) Name and addresses

National Museums Scotland

Chambers Street

Edinburgh

EH1 1JF

Email

p.convery@nms.ac.uk

Telephone

+44 3001236789

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.nms.ac.uk/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00423

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Implementation and on-going support of a Ticketing, Fundraising, Membership and CRM system

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Delivery, and ongoing support, of a unified system (or set of integrated systems) for online and on-site Ticketing, Fundraising, Membership and CRM at National Museums Scotland.

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: £186,239

II.2) Description

II.2.2) Additional CPV code(s)

- 63512000 - Sale of travel tickets and package tours services
- 72212445 - Customer Relation Management software development services

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

II.2.4) Description of the procurement

Scope of work.

We are seeking a unified system, or set of integrated systems, that can fulfil the key functionality and user experience across:

On-site and Online Ticketing

Membership fulfilment and management

Fundraising

Customer Relationship Management

Email communications (either integrated or via a linked service).

Operate in line with NMS Standard Terms and Conditions for the Purchase of Goods and Services <https://www.nms.ac.uk/media/1152122/standard-tcs-goods-services.pdf>

Bidders should refer to the additional document, Specification - Schedule A for further information.

II.2.5) Award criteria

Quality criterion - Name: Technical requirements (Should & Could Have) / Weighting: 40

Quality criterion - Name: Pre-presentation questions / Weighting: 20

Quality criterion - Name: Presentation / Weighting: 20

Price - Weighting: 20

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

II.2.14) Additional information

Economic operators may be excluded from this competition if there are any of the situations referred to in regulation 58 of the Public Contracts (Scotland) regulations 2015.

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-016771](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 February 2022

V.2.2) Information about tenders

Number of tenders received: 11

Number of tenders received from SMEs: 9

Number of tenders received from tenderers from other EU Member States: 10

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 11

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

V.2.3) Name and address of the contractor

Tessitura Network

Hill House Suite 163, 210 Upper Richmond Road

London

SW15 6NP

Telephone

+44 7854688595

Country

United Kingdom

NUTS code

- UKI7 - Outer London – West and North West

The contractor is an SME

No

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

Total value of the contract/lot: £186,239

Section VI. Complementary information

VI.3) Additional information

(SC Ref:683708)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court and Justice of the Peace Court

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom