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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](mailto: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](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

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**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.

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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: Yes

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

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

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

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## **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

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## **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