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Tender

Arts Access Scheme - "All-In" Digital Membership System

The Arts Council of England

F02: Contract notice

Notice identifier: 2024/S 000-004773

Procurement identifier (OCID): ocds-h6vhtk-03eff8

Published 13 February 2024, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

The Arts Council of England

The Hive, 49 Lever Street

Manchester

M1 1FN

Contact

Phil Lofthouse

Email

procurement.services@artscouncil.org.uk

Telephone

+44 1615374120

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.artscouncil.org.uk

Buyer's address

<https://www.delta-esourcing.com/>

I.3) Communication

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

<https://www.delta-esourcing.com/>

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/>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Arts Access Scheme - "All-In" Digital Membership System

Reference number

ACE 504 ITT

II.1.2) Main CPV code

- 72200000 - Software programming and consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Arts Council England intends to commission a Digital Membership System (DMS), as part of a programme of work to develop a UK-wide access scheme, All In, which will improve access, usability, and inclusion for D/deaf, disabled and neurodivergent people to creative and cultural activity across the UK. The DMS will allow customers to sign up to All In and create a profile giving details of their access requirements. Organisations will also subscribe via the DMS and create profiles for their access provisions and performances. The database of organisations and their provisions will be used to create access directories to aid customers to find events and activities that meet their requirements.

II.1.5) Estimated total value

Value excluding VAT: £1,060,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48900000 - Miscellaneous software package and computer systems

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

Arts Council England intends to commission a Digital Membership System (DMS), as part of a programme of work to develop a UK-wide access scheme, All In, which will improve access, usability, and inclusion for D/deaf, disabled and neurodivergent people to creative and cultural activity across the UK. All In will offer practical tools that will help organisations offer better access provisions in a more efficient manner, underpinned by industry backed access standards for the sector as well as training and support to meet those standards. It will also provide audience insights for partners and participating venues. The DMS will be one of the cornerstones of All In, as a tool which facilitates the connection between creative and cultural organisations and their customers. The DMS will allow customers to sign up to All In and create a profile giving details of their access requirements. Organisations will also subscribe via the DMS and create profiles for their access provisions and performances. The database of organisations and their provisions will be used to create access directories to aid customers to find events and activities that meet their requirements. An organisation's subscription will also give them access to the database of customers and their requirements. The DMS will therefore be a tool which allows customers to quickly and easily share their requirements with any arts or cultural organisation they wish to attend, either through tech integrations with their existing ticketing and CRM software or by manual look up. We are open to different approaches to delivering a DMS either being procured from a consortium or a single multi-disciplined supplier, with the development work occurring within the UK.

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: £1,060,000

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

Duration in months

60

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

As detailed in the SQ Instructions document. ACE reserves the right, in its absolute discretion, to invite to tender more than five (5) compliant Bidders, where there is a tie amongst multiple Bidders for the fifth place.

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

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/46VKJ2Y552>

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

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-023898](#)

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

Date

14 March 2024

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

2 April 2024

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: No

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Manchester:-Software-programming-and-consultancy-services./46VKJ2Y552>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/46VKJ2Y552>

GO Reference: GO-2024213-PRO-25165662

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom