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Planning

Preliminary Market Consultation for an Integrated CRM System - The Royal Albert Hall

The Royal Albert Hall

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-006418

Procurement identifier (OCID): ocds-h6vhtk-02a083

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Section I: Contracting authority

I.1) Name and addresses

The Royal Albert Hall

Kensington Gore

London

SW7 2AP

Contact

Jannine Wood

Email

jannine.wood@2buy2.com

Telephone

+44 1656333606

Country

United Kingdom

NUTS code

UKI - LONDON

Internet address(es)

Main address

<https://www.royalalberthall.com/>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from another address:

2buy2

Pencoed Technology Park, Pencoed

Bridgend

CF35 5HZ

Contact

Jannine Wood

Email

jannine.wood@2buy2.com

Country

United Kingdom

NUTS code

UKI - LONDON

Internet address(es)

Main address

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

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

Preliminary Market Consultation for an Integrated CRM System - The Royal Albert Hall

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Royal Albert Hall is seeking responses from market suppliers and providers of CRM integrated software solutions to participate in a formal Preliminary Market Consultation exercise. Preliminary Market Consultation (PMC) is a “pre-procurement” process that enables contracting authorities and/or procurement agents acting on behalf of contracting authorities that are subject to the Public Contract Regulations 2015 to seek responses from the market in transparent, fair and equitable manner. The preliminary market consultation is an opportunity to influence the potential future shape and solution of a future procurement process. This process is not a procurement process, although it may form part of a procurement in the future. Further details are available in the Preliminary Market Consultation documents available to download via Delta eSourcing.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48445000 - Customer Relation Management software package
- 72212445 - Customer Relation Management software development services

II.2.3) Place of performance

NUTS codes

- UKI - LONDON

Main site or place of performance

LONDON

II.2.4) Description of the procurement

The Royal Albert Hall are inviting market providers to provide consultation, comments and proposed solutions as part of a preliminary market consultation for a fully functional CRM software application, incorporating an integrated customer database and a full relationship management suite, for supporting CRM, Marketing, Fundraising, Retail and Admissions, Event Upsells, Memberships, and e-Commerce (including mobile sales and ticketing) with the included functionality of restaurant bookings also. Further information is available in the Preliminary Market Consultation documents available via Delta e-Sourcing. The deadline for submitting PMC responses is 12noon Monday 26th April 2021.

II.2.14) Additional information

It should be noted that [2buy2.com](https://www.2buy2.com) Ltd is acting as Procurement Agent on behalf of The Royal Albert Hall for this process only. This Preliminary Market Consultation is not a procurement process in it's own right and will not result in a formal contract between respondees and The Royal Albert Hall.

II.3) Estimated date of publication of contract notice

19 July 2021

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: No

Section VI. Complementary information

VI.3) Additional information

The central requirement is for a fully functional CRM software application, incorporating an integrated customer database and a full relationship management suite, for supporting CRM, Marketing, Fundraising, Retail and Admissions, Event Upsells, Memberships, and e-Commerce (including mobile sales and ticketing). There is also a need functionality to enable restaurant bookings.

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Software-package-and-information-systems./Q8768Q3355>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/Q8768Q3355>

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