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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): ocids-h6vhtk-02a083

Published 29 March 2021, 4:32pm

### **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](mailto: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](mailto: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

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**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://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

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## **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

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## **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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