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Tender

ACE 669 ITT - All In Member Services Hub delivery partner

Arts Council England

F02: Contract notice

Notice identifier: 2025/S 000-006788

Procurement identifier (OCID): ocds-h6vhtk-04cea1

Published 21 February 2025, 2:05pm

Section I: Contracting authority

I.1) Name and addresses

Arts Council England

The Hive, 2nd Floor 47 Lever Street

Manchester

M1 1FN

Contact

Procurement Services

Email

procurement.services@artscouncil.org.uk

Telephone

+44 1619344317

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.artscouncil.org.uk/supplying-arts-council>

I.3) Communication

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

<https://www.delta-esourcing.com/respond/8M5A7BQ89A>

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/respond/8M5A7BQ89A>

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

ACE 669 ITT - All In Member Services Hub delivery partner

Reference number

ACE 669 ITT

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.1.4) Short description

Arts Council England (ACE) are seeking to appoint a delivery partner for our All In Member Services Hub. All In is a new arts access scheme for D/deaf, disabled, and neurodivergent people in the UK and Ireland. You can find out more on our website: <https://www.artscouncil.org.uk/developing-creativity-and-culture/diversity/all-in> Creative and cultural experiences should be accessible to all. By removing barriers, organisations across the UK and Ireland can welcome more people with access requirements through their doors. Together, we will work towards a sector which says, 'everyone's welcome'. This advert refers to the commissioning of a customer support service to support the operation of All In; the new Access Scheme supporting the experience of D/deaf, Disabled and Neurodivergent people when attending arts and cultural events in the UK and Ireland, launching in Autumn/Winter 2025. The Member Services Support Hub will specifically support individuals who are members of the scheme - D/deaf, Disabled and Neurodivergent people who buy tickets and attend arts and cultural events – with all aspects of managing their membership (e.g. understanding what All In offers, setting up their account, low level tech support and navigating our online platform). The Member Services Support Hub needs to offer various accessible ways for members to seek and receive high quality support (e.g. telephone, email, online chat).

II.1.5) Estimated total value

Value excluding VAT: £412,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

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 (ACE) are seeking to appoint a delivery partner for our All In Member Services Hub. All In is a new arts access scheme for D/deaf, disabled, and neurodivergent people in the UK and Ireland. You can find out more on our website: <https://www.artscouncil.org.uk/developing-creativity-and-culture/diversity/all-in> Creative and cultural experiences should be accessible to all. By removing barriers, organisations across the UK and Ireland can welcome more people with access requirements through their doors. Together, we will work towards a sector which says, 'everyone's welcome'. This advert refers to the commissioning of a customer support service to support the operation of All In; the new Access Scheme supporting the experience of D/deaf, Disabled and Neurodivergent people when attending arts and cultural events in the UK and Ireland, launching in Autumn/Winter 2025. The Member Services Support Hub will specifically support individuals who are members of the scheme - D/deaf, Disabled and Neurodivergent people who buy tickets and attend arts and cultural events – with all aspects of managing their membership (e.g. understanding what All In offers, setting up their account, low level tech support and navigating our online platform). The Member Services Support Hub needs to offer various accessible ways for members to seek and receive high quality support (e.g. telephone, email, online chat).

II.2.5) Award criteria

Quality criterion - Name: Quality Technical / Weighting: 80

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Price / Weighting: 10

II.2.6) Estimated value

Value excluding VAT: £412,000

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

Start date

1 July 2025

End date

30 June 2027

This contract is subject to renewal

Yes

Description of renewals

There will be two options to extend the contract, for up to 12 months each, until 30th June 2029.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

There will be two options to extend the contract, for up to 12 months each, until 30th June 2029.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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

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: [2025/S 000-000680](#)

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

Date

28 March 2025

Local time

11:00am

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

28 March 2025

Local time

11:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

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:-Customer-services./8M5A7BQ89A>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/8M5A7BQ89A>

GO Reference: GO-2025221-PRO-29524344

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom