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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](mailto: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

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## **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

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## **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

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## **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