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Planning

Commercial Ticketing and Retail Systems

Historic Environment Scotland

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-008058

Procurement identifier (OCID): ocds-h6vhtk-04e9ce

Published 5 March 2025, 2:02pm

Section I: Contracting authority

I.1) Name and addresses

Historic Environment Scotland

Longmore House, Salisbury Place

Edinburgh

EH9 1SH

Contact

David Flockhart

Email

procurement@hes.scot

Telephone

+44 1316688866

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

<http://historicenvironment.scot>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00164

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

Other activity

Tourism, Conservation, Built Environment

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Commercial Ticketing and Retail Systems

Reference number

HES/C/3001

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of commercial ticketing and retail systems

II.1.6) Information about lots

This contract is divided into lots: Yes

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lots 1 and 2

II.2) Description

II.2.1) Title

Ticketing System

Lot No

1

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

II.2.4) Description of the procurement

Historic Environment Scotland (HES) has a requirement for a modern, functionally rich and adaptable ticketing system to take our visitor business to the next level. HES has a varied estate of sites, each with their own slightly different requirements; some are predominantly pre-booked, while many rely on walk-up ticketing. HES also sells afternoon teas, events tickets and multi-site passes. A new ticketing system must provide a first-class seamless process for online ticket transactions, along with intuitive point of sale and back-office processes that enables first class customer service and booking management.

The following headline areas are within the scope of this ticketing system tender.

- Online ticketing
- Walk-up ticketing
- Ticket collection kiosks
- Travel Trade booking management
- Explorer Passes
- Education bookings
- Admissions Gift Aid Management
- Membership
- Integration to Microsoft Dynamics 365, our primary membership & CRM System
- Access control for ticket validation
- Payment gateway integrations

- Interface (file export) to Oracle Fusion
- Reporting

Further information can be found in the document attached with this notice.

II.2) Description

II.2.1) Title

Retail System

Lot No

2

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

II.2.4) Description of the procurement

HES requires a mainstream mid-market retail management system with functionality to cover planning, buying, merchandising, warehousing, reporting and full omni-channel management as we continue to develop our online offer and experience for the retail customer.

The following headline areas are within the scope of this retail system tender:

- All Retail Buying & Merchandising Processes
- Warehouse Management for both general product management & eCommerce fulfilment
- Integration to Shopify to have a fully managed stock ecosystem
- Store Operations & Compliance
- Mobile PoS for pop-up shops & event retailing

- EPoS functionality
- Integration to Oracle Fusion
- Integration with Ticketing system
- Reporting

Further information can be found in the document attached with this notice.

II.3) Estimated date of publication of contract notice

12 May 2025

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: Yes

Section VI. Complementary information

VI.3) Additional information

HES is publishing this PIN for initial Market Research and Engagement purposes. HES plans to conduct further market engagement with the suppliers that note interest in this opportunity by holding a supplier engagement day at Edinburgh Castle on 8th April 2025. As such, all interested parties must register their interest, and confirm their attendance at the open day, no later than 5pm on 2nd April 2025. To confirm your place please record your interest in this PIN and contact HES with the details provided in this notice and the attached document. Please note, there will be a maximum of two individuals per supplier for the open day. Further details can be found in the document attached with this notice.

While HES has indicated at this time that the contract is envisaged to be split into lots, this will be confirmed in future notices and HES reserves the right to alter that approach.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=791278.

(SC Ref:791278)