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Contract

Cadw Business Management System

Welsh Government

F03: Contract award notice

Notice identifier: 2021/S 000-008152

Procurement identifier (OCID): ocds-h6vhtk-02a749

Published 19 April 2021, 8:45am

Section I: Contracting authority

I.1) Name and addresses

Welsh Government

Cathays Park

Cardiff

CF10 3NQ

Email

ICTProcurement@gov.wales

Country

United Kingdom

NUTS code

UKL - Wales

Internet address(es)

Main address

<http://wales.gov.uk/?skip=1&lang=en>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0007

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Cadw Business Management System

Reference number

C356/2019/2020

II.1.2) Main CPV code

- 72212110 - Point of sale (POS) software development services

II.1.3) Type of contract

Services

II.1.4) Short description

Cadw is the Welsh Government's historic environment service working for an accessible and well protected historic environment for Wales. In order to support this work Cadw operates a range of commercial functions including staffed visitors centres at 25 monuments across Wales attracting over 1.2 million visitors per year.

Cadw generates between 80-90% of its income through admissions and retail. There is significant potential for this figure to grow if the communications and retail technology underpinning its business operations are upgraded.

Over the last few years Cadw has invested in a number of tactical digital initiatives to assist with improving customer experience and ultimately increasing revenue. Whilst there has been a year on year increase in revenue, the tactical nature of the initiatives has led to a disparate ecosystem with limited integration across its retail, membership, event booking and financial operations.

Cadw has initiated a programme to look at simplification of the ecosystem whilst ensuring limited impact to ongoing business operations. So far a requirements and discovery phase has been completed and the output of the discovery phase forms the aims and objectives.

Cadw wish to partner with a supplier that can deliver the technology and service wrap that will enable it to become a true multi-channel vendor and extend its reach to new and existing customers.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £517,799

II.2) Description

II.2.2) Additional CPV code(s)

- 72212110 - Point of sale (POS) software development services
- 48110000 - Point of sale (POS) software package
- 66151100 - Electronic marketplace retailing services
- 55900000 - Retail trade services
- 30144200 - Ticket-issuing machines
- 30123100 - Ticket-validation machines
- 48445000 - Customer Relation Management software package
- 48480000 - Sales, marketing and business intelligence software package
- 48481000 - Sales or marketing software package

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

The supply of an complete e-Point of Sale (e-POS) Business Management System including the provision of supply, hardware, installation, testing, training, software licencing and full service support of an on-site ePOS system for 26 sites across Wales.

The ePOS system should integrate with an online ticketing platform, an integrated online shop and a membership platform.

Essential Requirements

Each of the following are a mandatory requirement and should be maintained for the

duration of the contract:

- Cyber Essentials – the Supplier must hold Cyber Essentials Certification as a minimum.
- ISO27001 – or ability to evidence adequate security controls and documentation
- The Supplier's solution must follow Web Content Accessibility Guidelines, specifically, all digital materials must conform to the standard of WCAG2.1 – Level AA
- The Supplier's solution must hold valid accreditation with Worldpay and all Payment systems must be compliant to Payment Card Industry (PCI) Data Security Standard and SCA Regulations.

II.2.5) Award criteria

Quality criterion - Name: Technical - for details of all Criteria, please refer to the ITT documents / Weighting: 60

Cost criterion - Name: Commercial - for details of all Criteria, please refer to the ITT / Weighting: 40

II.2.11) Information about options

Options: No

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 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: [2020/S 217-534012](#)

Section V. Award of contract

Contract No

C356/2019/2020

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 March 2021

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 4

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

ECR Retail Systems

Church House, Church Lane

Kings Langley

WD48JP

Telephone

+44 2082057766

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £517,799

Section VI. Complementary information

VI.3) Additional information

This is a Contract Award notice following the conclusion of the procurement.

(WA Ref:109386)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom