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Tender

IWM/2223/DE/3127: IWM Service Design Framework Agreement

Imperial War Museum

F02: Contract notice

Notice identifier: 2023/S 000-009801

Procurement identifier (OCID): ocds-h6vhtk-03bc66

Published 4 April 2023, 2:05pm

Section I: Contracting authority

I.1) Name and addresses

Imperial War Museum

IWM London, Lambeth Road

London

SE1 6HZ

Contact

Procurement and Resources Officer

Email

erowberry@iwm.org.uk

Telephone

+44 2074165000

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.iwm.org.uk

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Software-programming-and-consultancy-services./EA3BW2W9F7>

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>

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

IWM/2223/DE/3127: IWM Service Design Framework Agreement

II.1.2) Main CPV code

- 72200000 - Software programming and consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

IWM (Imperial War Museums) is seeking to gain a better understanding of its digital services from a user's perspective, gaining a more holistic view of the services we provide, and identifying what we can do better in the future.

We hope to appoint a maximum of two Service Design agencies that have experience of helping organisations to transform and grow in this area to help us improve our services.

II.1.5) Estimated total value

Value excluding VAT: £130,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

II.2) Description

II.2.1) Title

Service Design Implementation

Lot No

1

II.2.2) Additional CPV code(s)

- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services
- 72200000 - Software programming and consultancy services

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

IWM would like to start implementing service design across a wide range of projects going forward. We have included two examples of projects (in the blue boxes below) we are hoping to undertake in the next two years. However, we do expect to get budget approval for several more projects during this period.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £100,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Contract will be extended or retendered subject to business need.

II.2.10) Information about variants

Variants will be accepted: Yes

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

II.2) Description

II.2.1) Title

Service Design Training

Lot No

2

II.2.2) Additional CPV code(s)

- 72212931 - Training software development services
- 80500000 - Training services

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

We would like to roll out internal training (to be delivered by our internal Change and

Training Manager) on Service Design for more of our colleagues across the wider organisation. This project would help design that training.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £30,000

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

Duration in months

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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 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

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-000000](#)

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

Date

5 May 2023

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 1 July 2023

IV.2.7) Conditions for opening of tenders

Date

7 May 2023

Local time

9:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

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-London:-Software-programming-and-consultancy-services./EA3BW2W9F7>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/EA3BW2W9F7>

GO Reference: GO-202344-PRO-22465182

VI.4) Procedures for review

VI.4.1) Review body

Imperial War Museums

London

Country

United Kingdom