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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): ocids-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](mailto:erowberry@iwm.org.uk)

#### **Telephone**

+44 2074165000

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.iwm.org.uk](http://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

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## **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

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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

### **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

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## **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

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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 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