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Tender

IWM/2223/Exh/3100: Development and Provision of Audio Multimedia Guides

Imperial War Museum

F02: Contract notice

Notice identifier: 2023/S 000-010055

Procurement identifier (OCID): ocids-h6vhtk-03bd0c

Published 5 April 2023, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

Imperial War Museum

IWM London, Lambeth Road

London

SE1 6HZ

Contact

Lizzie Rowberry

Email

erowberry@iwm.org.uk

Telephone

+44 2074165000

Country

United Kingdom

Region code

UKI - London

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/>

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/Exh/3100: Development and Provision of Audio Multimedia Guides

Reference number

Exh3100

II.1.2) Main CPV code

- 92500000 - Library, archives, museums and other cultural services

II.1.3) Type of contract

Services

II.1.4) Short description

Imperial War Museums (“IWM”) requires a contractor to develop and deliver audio guide content and associated hardware in order to provide audio-guided tours for visitors at two of their London sites. These audio guides should be developed and tested ready to be launched on 1 June 2024. The contract will include the installation and ongoing maintenance of the new audio guide system for a period of five years with an option of two further one-year extensions. The full invitation to tender will be published on contracts finder on 31st March 2023.

II.1.5) Estimated total value

Value excluding VAT: £370,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 92521100 - Museum-exhibition services
- 92521000 - Museum services
- 92520000 - Museum services and preservation services of historical sites and buildings

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

LONDON

II.2.4) Description of the procurement

This exercise is to procure a supplier of multimedia guides to be used across two branches. It is the intention of IWM to offer a refreshed and modernised audio or multimedia guide to all visitors to Churchill War Rooms and HMS Belfast, free with general admission. The requirements of the production include but are not limited to: Provision of 625 handsets at Churchill War Rooms ("CWR") and 550 at HMS Belfast ("HMSB").

II.2.5) Award criteria

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

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

Start date

1 August 2023

End date

31 July 2028

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.2.1) Information about a particular profession

Execution of the service is reserved to a particular profession

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.1.8) 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

2 June 2023

Local time

4:00pm

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: 31 July 2024

IV.2.7) Conditions for opening of tenders

Date

5 June 2023

Local time

9:00am

Information about authorised persons and opening procedure

The tender will be evaluated by the Contract Selection team named in the tender documents.

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

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=774007256>

GO Reference: GO-202345-PRO-22474015

VI.4) Procedures for review

VI.4.1) Review body

Imperial War Museums

London

Country

United Kingdom