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Contract

Ticketing, Marketing, Fundraising & CRM Software solution

Telford and Wrekin Council

F03: Contract award notice

Notice identifier: 2023/S 000-011334

Procurement identifier (OCID): ocds-h6vhtk-0393e3

Published 20 April 2023, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

Telford and Wrekin Council

Darby House

Telford

tf3 4ja

Contact

Rachel Perry

Email

Rachel.Perry@telford.gov.uk

Telephone

+44 1952385646

Country

United Kingdom

Region code

UKG21 - Telford and Wrekin

Internet address(es)

Main address

www.telford.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Ticketing, Marketing, Fundraising & CRM Software solution

II.1.2) Main CPV code

- 72421000 - Internet or intranet client application development services

II.1.3) Type of contract

Services

II.1.4) Short description

Telford Theatre, Telford & Wrekin Council are seeking a single solution to support ticketing, marketing, CRM, and reporting activities. Telford Theatre are looking for a solution that can drive revenue and generate operational efficiencies, whilst providing tools to drive audience engagement and improve the customer experience.

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: £150,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG21 - Telford and Wrekin

Main site or place of performance

Telford and Wrekin

II.2.4) Description of the procurement

Telford Theatre, Telford & Wrekin Council are seeking a single solution to support ticketing, marketing, CRM, and reporting activities. Telford Theatre are looking for a solution that can drive revenue and generate operational efficiencies, whilst providing tools to drive audience engagement and improve the customer experience.

II.2.5) Award criteria

Price

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.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-sourcing.com/respond/RNW28563CQ>

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: [2022/S 000-036442](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

29 March 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

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

V.2.3) Name and address of the contractor

Spektrix Ltd

Lower Ground Floor

London

Country

United Kingdom

NUTS code

- UKG21 - Telford and Wrekin

National registration number

06220078

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £150,000

Total value of the contract/lot: £150,000

Section VI. Complementary information

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. All correspondence regarding this opportunity must now go through the Delta Message Centre and no further method of correspondence will be answered or acted upon

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=754988573>

GO Reference: GO-2023420-PRO-22587672

VI.4) Procedures for review

VI.4.1) Review body

Borough of Telford and Wrekin

Telford

Country

United Kingdom