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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](mailto: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](http://www.telford.gov.uk)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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**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>

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## **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](#)

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## **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

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## **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