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Contract

## **Customer Relationship Management System**

Science Museum Group

F03: Contract award notice

Notice identifier: 2023/S 000-015121

Procurement identifier (OCID): ocds-h6vhtk-0369e2

Published 26 May 2023, 2:44pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Science Museum Group

Exhibition Road

London

SW7 2DD

#### **Email**

[procurement@sciencemuseum.ac.uk](mailto:procurement@sciencemuseum.ac.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

## **Internet address(es)**

Main address

[www.sciencemuseumgroup.ac.uk](http://www.sciencemuseumgroup.ac.uk)

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

Body governed by public law

## **I.5) Main activity**

Other activity

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Customer Relationship Management System

Reference number

SCM2757M

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

The Science Museum Group is continuing to develop its Customer Relationship Management approach to visitor and other stakeholders and is looking for a system that will allow this approach to further develop and to provide a single customer view of those individuals and

organisations we wish to build an ongoing relationship with.

#### **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: £900,000

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

The Science Museum Group is continuing to develop its Customer Relationship Management approach to visitor and other stakeholders and is looking for a system that will allow this approach to further develop and to provide a single customer view of those individuals and organisations we wish to build an ongoing relationship with.

#### **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

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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 000-026322](#)

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## **Section V. Award of contract**

### **Contract No**

SCM2757M

### **Title**

Customer Relationship Management System

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

19 April 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

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

### **V.2.3) Name and address of the contractor**

Tessitura Network Inc

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

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: £900,000

Total value of the contract/lot: £900,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Public Procurement Review Service

London

Country

United Kingdom