

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/015121-2023>

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

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.sciencemuseumgroup.ac.uk>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

10

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

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](#)

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

London

Country

United Kingdom

