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Tender

## **Implementation and on-going support of a Ticketing, Fundraising, Membership and CRM system**

National Museums Scotland

F02: Contract notice

Notice identifier: 2021/S 000-016771

Procurement identifier (OCID): ocds-h6vhtk-02c8f5

Published 16 July 2021, 1:05pm

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

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

National Museums Scotland

Chambers Street

Edinburgh

EH1 1JF

#### **Email**

[p.convery@nms.ac.uk](mailto:p.convery@nms.ac.uk)

#### **Telephone**

+44 3001236789

#### **Country**

United Kingdom

#### **NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

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

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00423](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00423)

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

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

Body governed by public law

**I.5) Main activity**

Recreation, culture and religion

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**Section II: Object**

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

**II.1.1) Title**

Implementation and on-going support of a Ticketing, Fundraising, Membership and CRM system

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

- 48445000 - Customer Relation Management software package

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

Supplies

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

Delivery, and ongoing support, of a unified system (or set of integrated systems) for online and on-site Ticketing, Fundraising, Membership and CRM at National Museums Scotland.

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

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

- 63512000 - Sale of travel tickets and package tours services
- 72212445 - Customer Relation Management software development services

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

NUTS codes

- UKM75 - Edinburgh, City of

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

Scope of work.

We are seeking a unified system, or set of integrated systems, that can fulfil the key functionality and user experience across:

On-site and Online Ticketing

Membership fulfilment and management

Fundraising

Customer Relationship Management

Email communications (either integrated or via a linked service).

Operate in line with NMS Standard Terms and Conditions for the Purchase of Goods and Services <https://www.nms.ac.uk/media/1152122/standard-tcs-goods-services.pdf>

Bidders should refer to the additional document, Specification - Schedule A for further information.

#### **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**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

National Museums Scotland reserves the right to extend the contract by one year + one year.

#### **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

#### **II.2.14) Additional information**

Economic operators may be excluded from this competition if there are any of the situations referred to in regulation 58 of the Public Contracts (Scotland) regulations 2015.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Please see the SPD associated with this notice

#### **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.2.2) Contract performance conditions**

Please see procurement documents

#### **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: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

18 August 2021

Local time

12:00pm

#### **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: 16 December 2021

#### **IV.2.7) Conditions for opening of tenders**

Date

18 August 2021

Local time

3:30pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=659731](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=659731).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:659731)

Download the ESPD document here:

[https://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=659731](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=659731)

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

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

Edinburgh Sheriff Court and Justice of the Peace Court

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom