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Contract

Provision of an Online Ticketing and Merchandising System for Inverness Castle

High Life Highland

F03: Contract award notice

Notice identifier: 2024/S 000-020052

Procurement identifier (OCID): ocids-h6vhtk-04176e

Published 2 July 2024, 10:38am

Section I: Contracting authority

I.1) Name and addresses

High Life Highland

Highland Archive Centre, Bught Road

Inverness

IV3 5SS

Email

hlh.business.support@highlifehighland.com

Telephone

+44 1349781700

Country

United Kingdom

NUTS code

UKM6 - Highlands and Islands

Internet address(es)

Main address

<http://www.highlifehighland.com>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA23042

I.4) Type of the contracting authority

Other type

Charity

I.5) Main activity

Other activity

Learning and leisure activities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of an Online Ticketing and Merchandising System for Inverness Castle

Reference number

HLH-FT-03-24

II.1.2) Main CPV code

- 48480000 - Sales, marketing and business intelligence software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

On behalf of The Highland Council, High Life Highland wish to appoint a supplier of a ticketing and merchandising system to be integrated on-line within the website for Inverness Castle, and off-line within retail location(s) at Inverness Castle.

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: £846,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48480000 - Sales, marketing and business intelligence software package
- 48481000 - Sales or marketing software package
- 48482000 - Business intelligence software package

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

Inverness Castle

II.2.4) Description of the procurement

On behalf of The Highland Council, High Life Highland wish to appoint a supplier of a ticketing and merchandising system to be integrated on-line within the website for Inverness Castle, and off-line within retail location(s) at Inverness Castle.

The ticketing and merchandising system will be operated by HLH. Note: the website for Inverness Castle is being implemented, operated and maintained by HLH assisted by an external creative partner. It is intended that this system be operational by March 2024.

Note: we are also seeking a contractor to provide an EPOS system, under a separate tender, and are open to joint bids from partners who wish to offer a fully integrated EPOS, Ticketing and Merchandising system.

II.2.5) Award criteria

Quality criterion - Name: Experience / Weighting: 30

Quality criterion - Name: Delivery / Weighting: 60

Quality criterion - Name: Accessibility / Weighting: 10

Price - Weighting: 30

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: [2023/S 000-033328](#)

Section V. Award of contract

Contract No

NOV492398

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 June 2024

V.2.2) Information about tenders

Number of tenders received: 11

Number of tenders received from SMEs: 8

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

Number of tenders received from tenderers from non-EU Member States: 10

Number of tenders received by electronic means: 11

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

V.2.3) Name and address of the contractor

Anchor Operating System

2645 Townsgate Road

Westlake Village

91361

Telephone

+44 5614907221

Country

United States

NUTS code

- US - United States

The contractor is an SME

No

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

Total value of the contract/lot: £846,000

Section VI. Complementary information

VI.3) Additional information

(SC Ref:771176)

VI.4) Procedures for review

VI.4.1) Review body

Inverness Justice Centre

Longman Road

Inverness

IV1 1JJ

Country

United Kingdom