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Tender

# Microsoft Dynamics Development Partners Framework Agreement

Imperial War Museums

F02: Contract notice

Notice identifier: 2024/S 000-020703

Procurement identifier (OCID): ocds-h6vhtk-047b60

Published 5 July 2024, 7:05pm

## Section I: Contracting authority

### I.1) Name and addresses

Imperial War Museums

IWM London

London

SE1 6HZ

#### Email

[erowberry@iwm.org.uk](mailto:erowberry@iwm.org.uk)

#### Telephone

+44 2074165000

#### Country

United Kingdom

**Region code**

UKI45 - Lambeth

**Internet address(es)**

Main address

[www.iwm.org.uk](http://www.iwm.org.uk)

**I.3) Communication**

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

<https://www.delta-esourcing.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/>

Tenders or requests to participate must be submitted to the above-mentioned address

**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**

Microsoft Dynamics Development Partners Framework Agreement

Reference number

DE3302

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

- 72224100 - System implementation planning services

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

Services

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

IWM is tendering for a managed services provider and development partner to manage, maintain and develop their current Microsoft Estate which currently covers financial, ticketing, membership, and customer service products.

The development partner will need to work with the IWM programme team to support and develop coherent development of IWM's digital architecture including web-development and third-party integrations.

### **II.1.5) Estimated total value**

Value excluding VAT: £1,200,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKI - London

Main site or place of performance

LONDON

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

IWM is tendering for a managed services provider and development partner to manage, maintain and develop their current Microsoft Estate which currently covers financial, ticketing, membership, and customer service products.

The development partner will need to work with the IWM programme team to support and develop coherent development of IWM's digital architecture including web-development and third-party integrations.

### **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

48

This contract is subject to renewal

No

### **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

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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: No

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

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

Date

9 August 2024

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: 31 December 2024

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

Date

12 August 2024

Local time

9:00am

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **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.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=873563940>

GO Reference: GO-202475-PRO-26815176

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

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

Imperial War Museums

London

Country

United Kingdom