

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/021014-2022>

Tender

## **Admissions and ticketing**

Board of Trustees of the Royal Botanic Gardens Kew

F02: Contract notice

Notice identifier: 2022/S 000-021014

Procurement identifier (OCID): ocds-h6vhtk-0357f7

Published 1 August 2022, 5:24pm

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

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

Board of Trustees of the Royal Botanic Gardens Kew

Kew Green

RICHMOND

TW93AE

#### **Email**

[procurement@kew.org](mailto:procurement@kew.org)

#### **Country**

United Kingdom

#### **Region code**

UKI75 - Hounslow and Richmond upon Thames

#### **Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.kew.org](http://www.kew.org)

**I.3) Communication**

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

[www.https://defra.bravosolution.co.uk/web/login.html.](https://defra.bravosolution.co.uk/web/login.html)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.https://defra.bravosolution.co.uk/web/login.html.](https://defra.bravosolution.co.uk/web/login.html)

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

Ministry or any other national or federal authority

**I.5) Main activity**

Environment

## **Section II: Object**

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

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

Admissions and ticketing

Reference number

RBGKEW1087

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

- 72000000 - IT services: consulting, software development, Internet and support

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

Services

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

RBG Kew requires an Admissions and Ticketing software solution.

The implementation and change management of the new software solution.

The appropriate level of ongoing support for a SaaS/ SaaS like software solution.

Complete tender details can be accessed via:

DEFRA tendering portal <https://defra.bravosolution.co.uk/web/login.html>.

Reference:

Title: RBGKEW1087 Admissions and Ticketing

itt: 10497

Project: 36948

Suppliers will be required to register with BRAVO, if not already registered.

#### **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

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

An Admissions and Ticketing software solution

The implementation and change management of the new software solution

The appropriate level of ongoing support for a SaaS/ SaaS like software solution

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £340,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

3 year contract with an option to extend for 2 years

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

Option to extend for a further 2 years

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

Suppliers can access the Tender pack via:

DEFRA tendering portal <https://defra.bravosolution.co.uk/web/login.html>.

Reference:

Title: RBGKEW1087 Admissions and Ticketing

itt: 10497

Project: 36948

Suppliers will be required to register with BRAVO, if not already registered.

---

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

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

##### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

## **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

31 August 2022

Local time

11:00am

#### **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**

Duration in months: 3 (from the date stated for receipt of tender)

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

Date

31 August 2022

Local time

11:01am

---

## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

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

TBC

London

Country

United Kingdom