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Planning

## **Arts Access Scheme - Digital Membership System**

Arts Council England

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-023898

Procurement identifier (OCID): ocids-h6vhtk-03eff8

Published 15 August 2023, 2:05pm

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

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

Arts Council England

The Hive, 49 Lever Street

Manchester

M1 1FN

#### **Contact**

Phil Lofthouse

#### **Email**

[Procurement.Services@artscouncil.org.uk](mailto:Procurement.Services@artscouncil.org.uk)

#### **Telephone**

+44 1619344317

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.artscouncil.org.uk/supplying-arts-council>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Other type

National development agency for creativity and culture

**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**

Arts Access Scheme - Digital Membership System

Reference number

ACE 504 ITT

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

- 72200000 - Software programming and consultancy services

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

Services

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

Arts Council England intends to commission a Digital Membership System (DMS), as part of a programme of work to develop a UK-wide access scheme, which will improve access, usability, and inclusion for D/deaf, disabled and neurodivergent people to creative and cultural activity across the UK. The access scheme will improve the D/deaf, disabled and neurodivergent audience experience of creative and cultural organisations by offering practical tools that will help organisations offer better access provisions in a more efficient manner, underpinned by industry backed access standards for the sector as well as training and support to meet those standards. It will also provide audience insights for partners and participating venues. The scheme's DMS will be one of the cornerstones of the scheme, as a tool which facilitates the connection between creative and cultural organisations and their customers. The DMS will allow customers to sign up to the scheme and create a profile giving details of their access requirements. Organisations will also sign up via the DMS and create profiles for their access provisions and performances. The database of organisations and their provisions will be used to create access directories to aid customers to find events and activities that meet their requirements. Organisations will also be able to subscribe to the access scheme, giving them access to the database of customers and their requirements. The DMS will therefore be a tool which allows customers to quickly and easily share their requirements with any arts or cultural organisation they wish to attend, either through tech integrations with their existing ticketing and CRM software or by manual look up. We are open to different approaches to delivering a DMS either being procured from a consortium or a single multi-disciplined supplier, with the development work occurring within the UK. We would welcome the opportunity to talk with a supplier or suppliers about potential solutions,

either using existing technology or developing a new system for the task. We are particularly interested in speaking with disabled-led or organisations with a particular focus on disability and accessibility. We would like to engage in Pre-market engagement in August/September 2023 to explore the available options for developing the DMS. Please note, this early market engagement is not the start of the formal procurement process, but an opportunity to discuss the project more openly before the formal process begins. We do, however, have a developed scope of requirements that we will share with those we invite to take part in the pre-market engagement to inform the discussion. Please forward some brief information (max 2 sides of A4) about your organisation and your experience of developing similar digital systems to [procurement.services@artscouncil.org.uk](mailto:procurement.services@artscouncil.org.uk). Please put "Access Scheme; Digital Membership System" in the email title.

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

Value excluding VAT: £760,000

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

This contract is divided into lots: No

### **II.2) Description**

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

- 48900000 - Miscellaneous software package and computer systems

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

Arts Council England intends to commission a Digital Membership System (DMS), as part of a programme of work to develop a UK-wide access scheme, which will improve access, usability, and inclusion for D/deaf, disabled and neurodivergent people to creative and cultural activity across the UK. The access scheme will improve the D/deaf, disabled and neurodivergent audience experience of creative and cultural organisations by offering practical tools that will help organisations offer better access provisions in a more efficient manner, underpinned by industry backed access standards for the sector as well as

training and support to meet those standards. It will also provide audience insights for partners and participating venues. The scheme's DMS will be one of the cornerstones of the scheme, as a tool which facilitates the connection between creative and cultural organisations and their customers. The DMS will allow customers to sign up to the scheme and create a profile giving details of their access requirements. Organisations will also sign up via the DMS and create profiles for their access provisions and performances. The database of organisations and their provisions will be used to create access directories to aid customers to find events and activities that meet their requirements. Organisations will also be able to subscribe to the access scheme, giving them access to the database of customers and their requirements. The DMS will therefore be a tool which allows customers to quickly and easily share their requirements with any arts or cultural organisation they wish to attend, either through tech integrations with their existing ticketing and CRM software or by manual look up. We are open to different approaches to delivering a DMS either being procured from a consortium or a single multi-disciplined supplier, with the development work occurring within the UK. We would welcome the opportunity to talk with a supplier or suppliers about potential solutions, either using existing technology or developing a new system for the task. We are particularly interested in speaking with disabled-led or organisations with a particular focus on disability and accessibility. We would like to engage in Pre-market engagement in August/September 2023 to explore the available options for developing the DMS. Please note, this early market engagement is not the start of the formal procurement process, but an opportunity to discuss the project more openly before the formal process begins. We do, however, have a developed scope of requirements that we will share with those we invite to take part in the pre-market engagement to inform the discussion. Please forward some brief information (max 2 sides of A4) about your organisation and your experience of developing similar digital systems to [procurement.services@artscouncil.org.uk](mailto:procurement.services@artscouncil.org.uk). Please put "Access Scheme; Digital Membership System" in the email title.

## **II.3) Estimated date of publication of contract notice**

16 October 2023

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

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

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<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=802507879>

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