

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/026322-2022>

Tender

Customer Relationship Management System

Science Museum Group

F02: Contract notice

Notice identifier: 2022/S 000-026322

Procurement identifier (OCID): ocds-h6vhtk-0369e2

Published 21 September 2022, 10:44am

Section I: Contracting authority

I.1) Name and addresses

Science Museum Group

Exhibition Road

London

SW7 2DD

Email

procurement@sciencemuseum.ac.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.sciencemuseumgroup.ac.uk

I.3) Communication

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

<https://in-tendhost.co.uk/sciencemuseumgroup.aspx/Home>

Additional information can be obtained from the above-mentioned address

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

Other activity

Museum

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Relationship Management System

Reference number

SCM2757M

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Science Museum Group is continuing to develop its Customer Relationship Management approach to visitor and other stakeholders and is looking for a system that will allow this approach to further develop and to provide a single customer view of those individuals and organisations we wish to build an ongoing relationship with.

II.1.5) Estimated total value

Value excluding VAT: £900,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Science Museum Group is continuing to develop its Customer Relationship Management approach to visitor and other stakeholders and is looking for a system that will allow this approach to further develop and to provide a single customer view of those individuals and organisations we wish to build an ongoing relationship with.

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: £900,000

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

Duration in months

72

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

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

21 October 2022

Local time

5:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

21 October 2022

Local time

5:00pm

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

PUBLIC PROCUREMENT REVIEW SERVICE

London

Country

United Kingdom