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Contract

Historic Royal Palaces Ticketing System Tender

Historic Royal Palaces

F03: Contract award notice

Notice identifier: 2023/S 000-027887

Procurement identifier (OCID): ocds-h6vhtk-0398fe

Published 21 September 2023, 12:06pm

Section I: Contracting authority

I.1) Name and addresses

Historic Royal Palaces

Apartment 62

East Molesey

KT8 9AU

Email

robert.turnbull@hrp.org.uk

Telephone

+44 2031666076

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.hrp.org.uk/#gs.nm90m1>

I.4) Type of the contracting authority

Other type

Independent Charity

I.5) Main activity

Recreation, culture and religion

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Historic Royal Palaces Ticketing System Tender

II.1.2) Main CPV code

- 48100000 - Industry specific software package
 - TA34 - For tickets
 - TA35 - For entrance tickets

II.1.3) Type of contract

Supplies

II.1.4) Short description

Historic Royal Palaces (HRP) is seeking to undertake a tender exercise to identify a Ticketing System Platform to serve them for at least the next 3-5 years. This is intended to enable HRP to select a visionary ticketing platform solution partner with a state-of-the-art but cost-effective ticketing solution, as well as in-house project, development, integration,

and design expertise. Key aspects of the selection will be identifying a partner who can provide a smooth transition from the current platform; maintain all current ticketing, membership and donation functionality online and onsite; allow for the provision of a stable and fully scalable platform; provide full integration into HRP's Customer Relationship Management system; continue to provide services for B2B clients; and provide HRP with a fully managed service for the delivery and support of all associated hardware and services as required.

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: £2,500,000

II.2) Description

II.2.2) Additional CPV code(s)

- 22459000 - Tickets
- 72421000 - Internet or intranet client application development services
- 48481000 - Sales or marketing software package

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

Historic Royal Palaces (HRP) is seeking to undertake a tender exercise to identify a Ticketing Platform Solution to serve them for at least the next 3-5 years. This is intended to enable HRP to select a visionary ticketing platform solution partner with a state-of-the-art but cost-effective ticketing solution, as well as in-house project, development, integration, and design expertise. The chosen partner will be able to quickly deliver a solution that increases capability to sell a wide range of tickets, memberships, and other products, and provide functionality that enables delivery of complex ticket packages, more sophisticated pricing strategies and integrates with a range of payment methods. Key

aspects of the selection will be identifying a partner who can provide a smooth transition from the current platform; maintain all current ticketing, membership and donation functionality online and onsite; allow for the provision of a stable and fully scalable platform; provide full integration into HRP's Customer Relationship Management system; continue to provide services for B2B clients; and provide HRP with a fully managed service for the delivery and support of all associated hardware and services as required.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Cost / 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

Restricted 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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-001730](#)

Section V. Award of contract

Contract No

HRP-5831

Title

HRP Ticketing System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 September 2023

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Expian Ltd

8/12 Camden High Street, Camden High Street, 5th Floor

London

NW1 0JH

Country

United Kingdom

NUTS code

- UKI - London

National registration number

12698240

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £2,500,000

Total value of the contract/lot: £2,154,000

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=810275618>

GO Reference: GO-2023921-PRO-24012709

VI.4) Procedures for review

VI.4.1) Review body

Historic Royal Palaces

Apartment 2

East Molesey

KT8 9AU

Country

United Kingdom