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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](mailto: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

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**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

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## **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](#)

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## **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

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## **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