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Contract

## **English Heritage Electronic Point of Sales (EPoS) - System Implementation and Support Partner**

English Heritage

F03: Contract award notice

Notice identifier: 2024/S 000-029601

Procurement identifier (OCID): ocds-h6vhtk-0426a9

Published 16 September 2024, 4:54pm

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

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

English Heritage

The Engine House, Fire Fly Avenue

Swindon

SN2 2EH

#### **Contact**

Gary Dutton

#### **Email**

[procurement2@english-heritage.org.uk](mailto:procurement2@english-heritage.org.uk)

#### **Country**

United Kingdom

**NUTS code**

UKK - South West (England)

**Internet address(es)**

Main address

<https://in-tendhost.co.uk/english-heritage>

Buyer's address

<https://in-tendhost.co.uk/english-heritage>

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

Body governed by public law

**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**

English Heritage Electronic Point of Sales (EPoS) - System Implementation and Support Partner

Reference number

P/REF EH 00002014

#### **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**

English Heritage are replacing their existing EPoS solution that is used by our circa 100 pay to enter sites to support retail and food and beverage sales for visitors. A desired solution will utilise existing EPoS hardware (circa 350 tills, each with a scanner and receipt printer) where possible, and will be fully supported by the chosen partner although we may consider inclusion of EPoS hardware replacement as part of this opportunity.

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

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £7,000,000

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

#### **II.2.1) Title**

EPoS solution implementation and software support partner.

Lot No

1

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

- 72000000 - IT services: consulting, software development, Internet and support
- 48110000 - Point of sale (POS) software package
- 72212110 - Point of sale (POS) software development services

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

NUTS codes

- UK - United Kingdom

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

Lot 1 provides for the replacement of the existing EPoS solution including the necessary data integrations and provide ongoing support for the solution.

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

Quality criterion - Name: Quality / Weighting: 65

Cost criterion - Name: Price / Weighting: 35

## **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

## **II.2) Description**

### **II.2.1) Title**

Terminal image management, installation plus EPoS hardware and associated peripherals

support

Lot No

2

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

- 72000000 - IT services: consulting, software development, Internet and support
- 48110000 - Point of sale (POS) software package
- 72212110 - Point of sale (POS) software development services

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

NUTS codes

- UK - United Kingdom

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

English Heritage utilises a shared services 1st line support service provided by Historic England using the ServiceNow platform. A support partner is required to provide 2nd and 3rd line support services for all of the English Heritage existing EPoS site hardware including managing the images for the EPoS terminals. This support contract would commence when the new EPoS solution has been implemented.

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

Quality criterion - Name: Quality / Weighting: 65

Cost criterion - Name: Price / Weighting: 35

### **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

## **II.2) Description**

### **II.2.1) Title**

EPoS hardware replacement

Lot No

3

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

- 72000000 - IT services: consulting, software development, Internet and support
- 72212110 - Point of sale (POS) software development services

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

NUTS codes

- UK - United Kingdom

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

The existing EPoS site hardware is at least six years old (with the exception of the 35 new event tills). Purchase of replacement hardware may be considered as part of this project.

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

Quality criterion - Name: Quality / Weighting: 35

Cost criterion - Name: Price / Weighting: 65

### **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

Open 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 000-037207](#)

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## Section V. Award of contract

### Contract No

P/REF EH 00002014

### Lot No

1

### Title

EPoS solution implementation and software support partner

A contract/lot is awarded: Yes

### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

1 July 2024

### **V.2.2) Information about tenders**

Number of tenders received: 13

Number of tenders received from SMEs: 11

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 13

Number of tenders received by electronic means: 13

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

### **V.2.3) Name and address of the contractor**

Dynavics Limited

Meadows Business Park, 3 Blackwater

Camberley

GU17 9AB

Country

United Kingdom

NUTS code

- UKJ - South East (England)

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: £2,000,000

Total value of the contract/lot: £3,198,419.38



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## **Section V. Award of contract**

### **Contract No**

P/REF EH 00002014

### **Lot No**

2

### **Title**

Terminal image management, installation plus EPoS hardware and associated peripherals support

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 July 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 9

Number of tenders received from SMEs: 7

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 9

Number of tenders received by electronic means: 9

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

#### **V.2.3) Name and address of the contractor**

Dynavics Limited

Meadows Business Park, 3 Blackwater

Camberley

Country

United Kingdom

NUTS code

- UKJ - South East (England)

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: £3,000,000

Total value of the contract/lot: £413,750

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### **Section V. Award of contract**

#### **Contract No**

P/REF EH 00002014

#### **Lot No**

3

#### **Title**

EPoS hardware purchase

A contract/lot is awarded: Yes

#### **V.2) Award of contract**

##### **V.2.1) Date of conclusion of the contract**

1 July 2024

### **V.2.2) Information about tenders**

Number of tenders received: 11

Number of tenders received from SMEs: 9

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 11

Number of tenders received by electronic means: 11

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

### **V.2.3) Name and address of the contractor**

Dynavics Limited

Meadows Business Park, 3 Blackwater

Camberley

Country

United Kingdom

NUTS code

- UKJ - South East (England)

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: £2,000,000

Total value of the contract/lot: £523,875

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## **Section VI. Complementary information**

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

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

English Heritage

The Engine House, Fire Fly Avenue,

Swindon

SN2 2EH

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

English Heritage

The Engine House, Fire Fly Avenue,

Swindon

SN2 2EH

Country

United Kingdom

#### **VI.4.4) Service from which information about the review procedure may be obtained**

English Heritage

The Engine House, Fire Fly Avenue,

Swindon

SN2 2EH

Country

United Kingdom