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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

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

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

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

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](#)

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

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

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

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