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Contract

Ticketing - System Implementation and Support Partner

English Heritage

F03: Contract award notice

Notice identifier: 2024/S 000-029619

Procurement identifier (OCID): ocids-h6vhtk-041d23

Published 17 September 2024, 7:45am

Section I: Contracting authority

I.1) Name and addresses

English Heritage

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

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

<https://www.english-heritage.org.uk>

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

Ticketing - System Implementation and Support Partner

Reference number

P/REF EH 00002003

II.1.2) Main CPV code

- 72212480 - Sales, marketing and business intelligence software development services

II.1.3) Type of contract

Services

II.1.4) Short description

English Heritage are replacing our existing Ticketing solution that is used by our circa 100 pay to enter sites to support ticketing sales and admissions for our visitors. Our expectation is that the solution will utilise our existing EPoS hardware (circa 350 tills, each with a scanner and receipt printer) where possible although we are open to the inclusion of on-site ticket admissions scanning hardware as part of your response. It is expected that implementation will take up to 12 months, followed by an initial five year contract - with provision to extend by a further five years.

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: £1,100,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

To support English Heritage sites across all regions.

II.2.4) Description of the procurement

English Heritage are replacing our existing Ticketing solution that is used by our circa 100 pay to enter sites to support ticketing sales and admissions for our visitors. Our expectation is that the solution will utilise our existing EPoS hardware (circa 350 tills, each with a scanner and receipt printer) where possible although we are open to the inclusion of on-site ticket admissions scanning hardware as part of your response.

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

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 000-034991](#)

Section V. Award of contract

Contract No

P/REF EH 00002003

Lot No

N.A

Title

Ticketing - System Implementation and 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: 20

Number of tenders received from SMEs: 16

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 19

Number of tenders received by electronic means: 20

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

V.2.3) Name and address of the contractor

Ventrata Limited

73 Cornhill

London

EC3V 3QQ

Country

United Kingdom

NUTS code

- UKI - London

National registration number

10485066

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: £1,100,000

Total value of the contract/lot: £2,299,633.06

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

