

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/029622-2023>

Contract

Electronic Point of Sale (EPoS) Replacement Programme - System Implementation and Support Partner(s)

English Heritage

F03: Contract award notice

Notice identifier: 2023/S 000-029622

Procurement identifier (OCID): ocds-h6vhtk-0373b7

Published 6 October 2023, 7:23pm

Section I: Contracting authority

I.1) Name and addresses

English Heritage

The Engine House

Swindon

SN2 2EH

Email

Gary.Dutton@english-heritage.org.uk

Country

United Kingdom

NUTS code

UKK14 - Swindon

Internet address(es)

Main address

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

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

Electronic Point of Sale (EPoS) Replacement Programme - System Implementation and Support Partner(s)

Reference number

P/REF EH 00001899

II.1.2) Main CPV code

- 48110000 - Point of sale (POS) software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

One or more Implementation and Support Partners are needed to assist English Heritage in its delivery of a new EPoS, Stock and Sales, and Ticketing Admissions solution and associated technologies using existing hardware where possible.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48110000 - Point of sale (POS) software package
- 72212110 - Point of sale (POS) software development services
- 72212430 - Inventory management software development services
- 48430000 - Inventory management software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

English Heritage is soon to complete a programme which will move much of the architecture onto the Microsoft Azure cloud platform. As part of the broader Technology Services strategy, we are focused on using Microsoft technologies where possible and are also nearing the completion of a Microsoft Dynamics Customer Relationship Management (CRM) solution which will be one of the key integrations with this solution. A potential solution might leverage the Microsoft Dynamics Power Platform and store its solution specific data within the Dataverse whilst leveraging existing Dataverse tables. The proposed solution should offer integration through REpresentational State Transfer (REST) Application Programming Interfaces (APIs) to enable integration with

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Competitive dialogue

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-028185](#)

Section V. Award of contract

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

English Heritage

Swindon

Country

United Kingdom

