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Tender

British Museum Fundraising CRM

The Trustees of the British Museum

F02: Contract notice

Notice identifier: 2024/S 000-031194

Procurement identifier (OCID): ocds-h6vhtk-049b1c

Published 30 September 2024, 2:05pm

Section I: Contracting authority

I.1) Name and addresses

The Trustees of the British Museum

The British Museum, Great Russell Street

London

WC1B 3DG

Email

CRMprocurement@britishmuseum.org

Telephone

+44 2073238000

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

www.britishmuseum.org

Buyer's address

www.britishmuseum.org

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://www.delta-esourcing.com>

Additional information can be obtained from another address:

The Trustees of the British Museum

Great Russell Street

London

WC1B 3DG

Email

CRMprocurement@britishmuseum.org

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

www.britishmuseum.org

Tenders or requests to participate must be submitted to the following address:

Delta eSourcing portal

60 Pacific Quay

Glasgow

G51 1DZ

Email

CRMprocurement@britishmuseum.org

Country

United Kingdom

Region code

UKM82 - Glasgow City

Internet address(es)

Main address

<https://www.delta-esourcing.com/>

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

British Museum Fundraising CRM

Reference number

BM.24.071

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

The British Museum is looking to replace its Fundraising CRM system. The CRM is critical tool for managing engagement with the Museum's supporters and prospects, which includes its Membership base. The CRM acts as a central database for supporter/prospect information and supports the web-based sales channels for memberships and event tickets, thereby providing both internal and external facing components. The scope of the procurement includes: a) configuration of a new SaaS fundraising CRM to meet the British Museum's requirements associated with philanthropy, corporate sponsorship, membership and events, b) migration of CRM data from the existing on premises solution to the new SaaS CRM c) ongoing support for the new fundraising CRM. The estimated contract value is based on maximum contract duration of six years (three year initial term with up to three further one year extensions) and assumptions relating to the number of records that will be stored in the CRM, and the number of unique users over that period so should be treated as indicative only.

II.1.5) Estimated total value

Value excluding VAT: £500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72212445 - Customer Relation Management software development services

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

LONDON

II.2.4) Description of the procurement

The procurement of a new Fundraising CRM will be conducted as an Open Procedure using the Delta eSourcing platform. Elements of the tender documents that will be published contain confidential information relating to security aspects of both our current CRM and the requirements for the new CRM. To protect this confidential information we require that potential bidders sign a non disclosure agreement (NDA) before we release the full specification and supporting information to them. It will not be possible to directly access the tenderbox via a link in this Contract Notice.

To request a copy of the NDA template please email CRMprocurement@britishmuseum.org including the text "BM.24.071 NDA request" in the subject line and include the email address that is associated with your account on the Delta eSourcing system

Those potential bidders that have already completed this process in response to the Prior Information Notice 2024/S 000-029531 will receive an invitation from the Delta eSourcing system allowing them to access the tender documents when this Contract Notice is published and need not take any further action. Other potential bidders will be sent an invitation as soon as a completed NDA is received.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-029531](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

4 November 2024

Local time

1:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

4 November 2024

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=886098570>

GO Reference: GO-2024930-PRO-27862938

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Chartered Institute of Arbitrators

London

Country

United Kingdom