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Tender

Provision of an Online Ticketing and Merchandising System for Inverness Castle

High Life Highland

F02: Contract notice

Notice identifier: 2023/S 000-033328

Procurement identifier (OCID): ocds-h6vhtk-04176e

Published 10 November 2023, 3:10pm

The closing date and time has been changed to:

31 December 2023, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

High Life Highland

Highland Archive Centre, Bught Road

Inverness

IV3 5SS

Email

hlh.business.support@highlifehighland.com

Telephone

+44 1349781700

Country

United Kingdom

NUTS code

UKM6 - Highlands and Islands

Internet address(es)

Main address

<http://www.highlifehighland.com>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA23042

I.3) Communication

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

<https://www.publiccontractsscotland.gov.uk/authority>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publiccontractsscotland.gov.uk/authority>

I.4) Type of the contracting authority

Other type

Charity

I.5) Main activity

Other activity

Learning and leisure activities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of an Online Ticketing and Merchandising System for Inverness Castle

Reference number

HLH-FT-03-24

II.1.2) Main CPV code

- 48480000 - Sales, marketing and business intelligence software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

On behalf of The Highland Council, High Life Highland wish to appoint a supplier of a ticketing and merchandising system to be integrated on-line within the website for Inverness Castle, and off-line within retail location(s) at Inverness Castle.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48480000 - Sales, marketing and business intelligence software package
- 48481000 - Sales or marketing software package
- 48482000 - Business intelligence software package

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

Inverness Castle

II.2.4) Description of the procurement

On behalf of The Highland Council, High Life Highland wish to appoint a supplier of a ticketing and merchandising system to be integrated on-line within the website for Inverness Castle, and off-line within retail location(s) at Inverness Castle.

The ticketing and merchandising system will be operated by HLH. Note: the website for Inverness Castle is being implemented, operated and maintained by HLH assisted by an external creative partner. It is intended that this system be operational by March 2024.

Note: we are also seeking a contractor to provide an EPOS system, under a separate tender, and are open to joint bids from partners who wish to offer a fully integrated EPOS, Ticketing and Merchandising system.

II.2.5) Award criteria

Quality criterion - Name: Experience / Weighting: 30

Quality criterion - Name: Delivery / Weighting: 60

Quality criterion - Name: Accessibility / Weighting: 10

Price - Weighting: 30

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

Start date

8 January 2024

End date

29 June 2024

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 III. Legal, economic, financial and technical information

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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

Originally published as:

Date

15 December 2023

Local time

12:00pm

Changed to:

Date

31 December 2023

Local time

12:00pm

See the [change notice](#).

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

English

IV.2.7) Conditions for opening of tenders

Date

18 December 2023

Local time

12:00pm

Place

Highland Archive Centre Inverness

Information about authorised persons and opening procedure

Business Support Officer

Senior Software Developer

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

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=750099.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:750099)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=750099

VI.4) Procedures for review

VI.4.1) Review body

Inverness Justice Centre

Longman Road

Inverness

IV1 1JJ

Country

United Kingdom