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Tender

Campus West CRM Ticketing System

Welwyn Hatfield Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-033386

Procurement identifier (OCID): ocds-h6vhtk-041796

Published 13 November 2023, 9:09am

Section I: Contracting authority

I.1) Name and addresses

Welwyn Hatfield Borough Council

The Campus

Welwyn Garden City

AL8 6AE

Contact

Procurement

Email

a.harper@welhat.gov.uk

Telephone

+44 1707357371

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

www.welhat.gov.uk

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/supplyhertfordshire.aspx/Tenders/Current>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/supplyhertfordshire.aspx/Tenders/Current>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Campus West CRM Ticketing System

Reference number

C1059

II.1.2) Main CPV code

- 79952000 - Event services

II.1.3) Type of contract

Services

II.1.4) Short description

Campus West is a unique entertainment and leisure facility in Welwyn Garden City, owned and managed by Welwyn Hatfield Borough Council (the Council). It offers a three-screen independent cinema which accounts for the venue's bulk of its income – with the Event Cinema offering contributing a significant proportion. The screens also double as spaces for private hire and conferencing activities, while its largest space is a flexible cinema/theatre which every year play host to its hugely popular in-house produced panto. Campus West also houses a soft play centre as well as the only purpose-built roller-skating rink in Hertfordshire. This multi-purpose space, well known as Roller City, is used weekly for Keep Fit, Line Dancing and Zumba classes. To complete this rich mix of diverse and fun filled activities and services, the venue runs a café which caters and provides food and beverage for all ages. 50 years after it opened its doors, pre-pandemic, it sold more than £2.4 million tickets t

II.1.5) Estimated total value

Value excluding VAT: £240,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

II.2.4) Description of the procurement

The Council is seeking a suitably experienced supplier to provide a ticketing CRM solution.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £240,000

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

Start date

1 July 2024

End date

30 June 2027

This contract is subject to renewal

Yes

Description of renewals

Optional one year extension available

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.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As detailed in the tender documents

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

Date

15 December 2023

Local time

12:00pm

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: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

15 December 2023

Local time

12:15pm

Place

Virtual

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Institute of Arbitrators

London

Country

United Kingdom