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Contract

IWM/2223/DE/3127: IWM Service Design Framework Agreement

Imperial War Museum

F03: Contract award notice

Notice identifier: 2023/S 000-033599

Procurement identifier (OCID): ocds-h6vhtk-03bc66

Published 14 November 2023, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

Imperial War Museum

IWM London, Lambeth Road

London

SE1 6HZ

Contact

Procurement and Resources Officer

Email

erowberry@iwm.org.uk

Telephone

+44 2074165000

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.iwm.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**

IWM/2223/DE/3127: IWM Service Design Framework Agreement

II.1.2) Main CPV code

- 72200000 - Software programming and consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

IWM (Imperial War Museums) is seeking to gain a better understanding of its digital services

from a user's perspective, gaining a more holistic view of the services we provide, and identifying what we can do better in the future. We hope to appoint a maximum of two Service Design agencies that have experience of helping organisations to transform and grow in this area to help us improve our services.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £156,000

II.2) Description

II.2.1) Title

Service Design Implementation

Lot No

1

II.2.2) Additional CPV code(s)

- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services
- 72200000 - Software programming and consultancy services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

IWM would like to start implementing service design across a wide range of projects going forward. We have included two examples of projects (in the blue boxes below) we are hoping to undertake in the next two years. However, we do expect to get budget approval for several more projects during this period.

II.2.5) Award criteria

Quality criterion - Name: Ways of working / Weighting: 40

Quality criterion - Name: Business Aims / Weighting: 20

Quality criterion - Name: References / Weighting: 10

Cost criterion - Name: Cost / Weighting: 30

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

II.2) Description

II.2.1) Title

Service Design Training

Lot No

2

II.2.2) Additional CPV code(s)

- 72212931 - Training software development services
- 80500000 - Training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

We would like to roll out internal training (to be delivered by our internal Change and Training Manager) on Service Design for more of our colleagues across the wider organisation. This project would help design that training.

II.2.5) Award criteria

Price

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 000-009801](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 July 2023

V.2.2) Information about tenders

Number of tenders received: 8

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

CYBER-DUCK LIMITED

Elstree House, 12 High Street

Elstree

WD6 3EP,

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04356226

The contractor is an SME

No

V.2.3) Name and address of the contractor

Hellon Limited

Amelia House, Crescent Road

Worthing

BN11 1QR

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

9682853

The contractor is an SME

No

V.2.3) Name and address of the contractor

Interrobang Limited

18 Riverpark Gardens, Bromley

London

BR2 OBQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

14466175

The contractor is an SME

No

V.2.3) Name and address of the contractor

We Are Snook Limited

Suite 7.02, Clockwise Savoy Tower, 77 Renfrew Street

Glasgow

G2 3BZ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

SC373366

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £156,000

Total value of the contract/lot: £156,000

Section VI. Complementary information

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=823369112>

GO Reference: GO-20231114-PRO-24404804

VI.4) Procedures for review

VI.4.1) Review body

Imperial War Museums

IWM London

London

SE1 6HZ

Telephone

+44 2074165000

Country

United Kingdom