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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): ocids-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](mailto:erowberry@iwm.org.uk)

#### **Telephone**

+44 2074165000

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.iwm.org.uk>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Recreation, culture and religion

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## **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

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## **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](#)

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## **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

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## **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