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Tender

Ticketing - System Implementation and Support Partner

English Heritage

F02: Contract notice

Notice identifier: 2023/S 000-034991

Procurement identifier (OCID): ocds-h6vhtk-041d23

Published 27 November 2023, 8:51pm

Section I: Contracting authority

I.1) Name and addresses

English Heritage

English Heritage, The Engine House, Fire Fly Avenue,

Swindon

SN2 2EH

Contact

Gary Dutton

Email

procurement2@english-heritage.org.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://in-tendhost.co.uk/english-heritage>

I.3) Communication

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

<https://in-tendhost.co.uk/english-heritage>

Additional information can be obtained from the above-mentioned address

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

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

Ticketing - System Implementation and Support Partner

Reference number

P/REF EH 00002003

II.1.2) Main CPV code

- 72212480 - Sales, marketing and business intelligence software development services

II.1.3) Type of contract

Services

II.1.4) Short description

English Heritage are replacing our existing Ticketing solution that is used by our circa 100 pay to enter sites to support ticketing sales and admissions for our visitors. Our expectation is that the solution will utilise our existing EPoS hardware (circa 350 tills, each with a scanner and receipt printer) where possible although we are open to the inclusion of on-site ticket admissions scanning hardware as part of your response. It is expected that implementation will take up to 12 months, followed by an initial five year contract - with provision to extend by a further five years.

II.1.5) Estimated total value

Value excluding VAT: £1,100,000

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

- UK - United Kingdom

Main site or place of performance

To support English Heritage sites across all regions.

II.2.4) Description of the procurement

English Heritage are replacing our existing Ticketing solution that is used by our circa 100 pay to enter sites to support ticketing sales and admissions for our visitors. Our expectation is that the solution will utilise our existing EPoS hardware (circa 350 tills, each with a scanner and receipt printer) where possible although we are open to the inclusion of on-site ticket admissions scanning hardware as part of your response.

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: £1,100,000

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

Duration in months

132

This contract is subject to renewal

Yes

Description of renewals

This contract includes an expected up to 12 months for implementation, plus initial term of five years and provision to extend by a further five years. In total this equates to

implementation phase + 5 + 5.

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.1.2) 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

8 January 2024

Local time

5:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

8 January 2024

Local time

5:30pm

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

English Heritage

Swindon

Email

procurement2@english-heritage.org.uk

Country

United Kingdom