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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](mailto: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

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**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

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## **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

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## **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](mailto:procurement2@english-heritage.org.uk)

Country

United Kingdom