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Planning

## **Market Engagement for Suffolk County Music Service line of business operating system**

Suffolk County Council

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-035999

Procurement identifier (OCID): ocds-h6vhtk-042231

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### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Suffolk County Council

Endeavour House, Russell Road

IPSWICH

IP1 2BX

#### **Email**

[Benjamin.chadwick@suffolk.gov.uk](mailto:Benjamin.chadwick@suffolk.gov.uk)

#### **Telephone**

+44 1473263400

#### **Country**

United Kingdom

**NUTS code**

UKH14 - Suffolk

**Internet address(es)**

Main address

[www.suffolksourcing.uk](http://www.suffolksourcing.uk)

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Market Engagement for Suffolk County Music Service line of business operating system

**II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Suffolk County Council intends to conduct a procurement exercise during 2024 to purchase a music service orientated line of business system to continue and improve the support to children's music engagement. The procured line of business system is to include a CRM (customer relationship Management) that can be tailored for our current

requirements, with adaptability for future requirements should these become required. We would like to hear from suppliers offering line of business systems suitable for use by local authority music services (and or Music Hubs) to gain an understanding of the systems available. Please note that the issuing of this PIN is for due diligence and does not constitute any commitment by Suffolk County Council to undertake a subsequent procurement exercise.

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 48445000 - Customer Relation Management software package
- 48333000 - Contact management software package
- 48430000 - Inventory management software package
- 48481000 - Sales or marketing software package
- 48100000 - Industry specific software package
- 48110000 - Point of sale (POS) software package
- 48000000 - Software package and information systems
- 48611000 - Database software package
- 48440000 - Financial analysis and accounting software package
- 48444100 - Billing system
- 48514000 - Remote access software package
- 48610000 - Database systems

### **II.2.3) Place of performance**

NUTS codes

- UKH14 - Suffolk

### **II.2.4) Description of the procurement**

SCMS provides instrumental and vocal lessons, instrument hires and a wide range of other musical activities across the county of Suffolk, with a customer base of schools,

private individuals (Parents/Carers) and Arts organisations. Due to the changes in Arts Council Funding to Music Services, a longer-term collaboration with other Local Authorities using compatible software may be in scope for future developments. Any procured system will be required to, include but not limited to functionality below:

1. A system with secure access for SCMS employees (music teachers, administrative staff), and customers (parents & pupils, and educational establishments).
2. Solution to provide a search and discovery website interface with secure login for customers
3. Facility for customers to view, book and pay for a variety of music services online. (End to end process for sales selection of services, shopping cart; checkout, payment, billing)
4. Streamline and modernise Business Administrative processes for SCMS employees, examples of areas of particular interest are given below:
  - 4.1 create, add, edit, delete, archive new services and products
  - 4.2 allocate work to music tutor
  - 4.3 manage user accounts
  - 4.4 direct billing across all schools / trusts (integration with Suffolk County Council's payment provider)
  - 4.5 timetabling of tutors and lesson scheduling
  - 4.6 pupil database, pupil enrolment and attendance
  - 4.7 ability to extract data
  - 4.7 website CMS functionality
  - 4.8 stock management system for management of musical instrument loan scheme
  - 4.9 bookings management for venue hire of Northgate Arts Centre
  - 4.10 bookings management system for SCMS music events and activities sessions

All responses are required to be made using the link below, All responses to this questionnaire are made at the supplier's own risk and cost; Suffolk County Council is not liable for any expenditure, work, or effort incurred by any supplier participating in this exercise. Responses received from suppliers will be treated as commercially confidential and are for information only. Responses to the following questionnaire are to be submitted through Microsoft Forms by Friday 12th January 2024. <https://forms.office.com/e/U1aQFMKPXz>

### **II.3) Estimated date of publication of contract notice**

5 December 2023

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes