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Contract

EMu Support and Maintenance 5-year agreement

Royal Armouries Museum

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-036253

Procurement identifier (OCID): ocds-h6vhtk-05564b

Published 30 June 2025, 5:12pm

Scope

Reference

A-0011

Description

Required goods: Maintenance renewal from Axiell

Services or works: EMu Support and Maintenance

Cost for 5 years: £60,034.48 (ex. VAT)

Supply: Axiell to supply support and maintenance to the Royal Armouries for EMu via online customer service portal, service desk telephone.

The scope of services to be provided under this 5-year agreement shall include, but not be limited to, the following:

Software Updates and Upgrades: Provision of all applicable EMu software updates and

upgrades released during the contract period, including associated documentation and installation support.

Support via Service Desk (Hornbill) or Telephone/Teams: Responsive and reliable support services delivered through the Royal Armouries' designated service desk (Hornbill) or via telephone/Microsoft Teams, adhering to agreed-upon service level agreements (SLAs).

Maintenance: Proactive maintenance services to ensure the ongoing stability, performance, and security of the EMu system, including but not limited to database maintenance, performance monitoring, and issue resolution.

Regular Server Updates: Coordination and implementation of regular server updates, including necessary testing and validation, to maintain system security and compatibility. All server updates must be communicated with Documentation officer as per section "Contact".

Contract 1

Supplier

- Axiell ALM Ltd

Contract value

- £60,034.48 excluding VAT
- £72,041.38 including VAT

Below the relevant threshold

Date signed

30 June 2025

Contract dates

- 1 July 2025 to 30 June 2030
- 5 years

Main procurement category

Services

CPV classifications

- 71356300 - Technical support services
- 72253000 - Helpdesk and support services
- 92500000 - Library, archives, museums and other cultural services

Procedure

Procedure type

Below threshold - unknown

Supplier

Axiell ALM Ltd

Fenchurch House, 12 King Street

Nottingham

NG1 2AS

United Kingdom

Email: martin.helliwell@axiell.com

Region: UKF14 - Nottingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Royal Armouries Museum

- Public Procurement Organisation Number: PCCZ-9656-MDZP

Armouries Drive

Leeds

LS10 1LT

United Kingdom

Email: procurement@armouries.org.uk

Region: UKE42 - Leeds

Organisation type: Public authority - central government