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Tender

Ticketing, Marketing, Fundraising & CRM Software solution

Telford and Wrekin Council

F02: Contract notice

Notice identifier: 2022/S 000-036442

Procurement identifier (OCID): ocds-h6vhtk-0393e3

Published 22 December 2022, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

Telford and Wrekin Council

Darby House

Telford

tf3 4ja

Contact

Rachel Perry

Email

Rachel.Perry@telford.gov.uk

Telephone

+44 1952385646

Country

United Kingdom

Region code

UKG21 - Telford and Wrekin

Internet address(es)

Main address

www.telford.gov.uk

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-Telford:-Internet-or-intranet-client-application-development-services./RNW28563CQ>

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

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Ticketing, Marketing, Fundraising & CRM Software solution

II.1.2) Main CPV code

- 72421000 - Internet or intranet client application development services

II.1.3) Type of contract

Services

II.1.4) Short description

Telford Theatre, Telford & Wrekin Council are seeking a single solution to support ticketing, marketing, CRM, and reporting activities. Telford Theatre are looking for a solution that can drive revenue and generate operational efficiencies, whilst providing tools to drive audience engagement and improve the customer experience.

II.1.5) Estimated total value

Value excluding VAT: £250,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG21 - Telford and Wrekin

Main site or place of performance

Telford and Wrekin

II.2.4) Description of the procurement

Telford Theatre, Telford & Wrekin Council are seeking a single solution to support

ticketing, marketing, CRM, and reporting activities. Telford Theatre are looking for a solution that can drive revenue and generate operational efficiencies, whilst providing tools to drive audience engagement and improve the customer experience.

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: £250,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Continuous requirement

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

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-sourcing.com/respond/RNW28563CQ>

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: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

3 February 2023

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 60 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

3 February 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: After this contract expires with options in 60 months

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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.

All correspondence regarding this opportunity must now go through the Delta Message Centre and no further method of correspondence will be answered or acted upon

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Telford:-Internet-or-intranet-client-application-development-services./RNW28563CQ>

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GO Reference: GO-20221222-PRO-21807322

VI.4) Procedures for review

VI.4.1) Review body

Borough of Telford and Wrekin

Telford

Country

United Kingdom