

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/037207-2023>

Tender

English Heritage Electronic Point of Sales (EPoS) - System Implementation and Support Partner

English Heritage

F02: Contract notice

Notice identifier: 2023/S 000-037207

Procurement identifier (OCID): ocds-h6vhtk-0426a9

Published 18 December 2023, 8:22pm

Section I: Contracting authority

I.1) Name and addresses

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

UKK - South West (England)

Internet address(es)

Main address

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

Buyer's 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

English Heritage Electronic Point of Sales (EPoS) - System Implementation and Support Partner

Reference number

P/REF EH 00002014

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

English Heritage are replacing their existing EPoS solution that is used by our circa 100 pay to enter sites to support retail and food and beverage sales for visitors. A desired solution will utilise existing EPoS hardware (circa 350 tills, each with a scanner and receipt printer) where possible, and will be fully supported by the chosen partner although we may consider inclusion of EPoS hardware replacement as part of this opportunity.

II.1.5) Estimated total value

Value excluding VAT: £7,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for one lot only

II.2) Description

II.2.1) Title

EPoS solution implementation and software support partner.

Lot No

1

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 48110000 - Point of sale (POS) software package
- 72212110 - Point of sale (POS) software development services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 1 provides for the replacement of the existing EPoS solution including the necessary data integrations and provide ongoing support for the solution.

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: £2,000,000

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

The contract includes implementation time, initial term of five years, plus provision to extend by a further five years.

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) Description

II.2.1) Title

Terminal image management, installation plus EPoS hardware and associated peripherals support

Lot No

2

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 48110000 - Point of sale (POS) software package
- 72212110 - Point of sale (POS) software development services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

English Heritage utilises a shared services 1st line support service provided by Historic England using the ServiceNow platform. A support partner is required to provide 2nd and 3rd line support services for all of the English Heritage existing EPoS site hardware including managing the images for the EPoS terminals. This support contract would commence when the new EPoS solution has been implemented.

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: £3,000,000

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

The contract provides for implementation time, initial term of five years, plus provision to extend by a further five years.

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) Description

II.2.1) Title

EPoS hardware replacement

Lot No

3

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 72212110 - Point of sale (POS) software development services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The existing EPoS site hardware is at least six years old (with the exception of the 35 new event tills). Purchase of replacement hardware may be considered as part of this project.

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: £2,000,000

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

The contract provides for implementation, initial term of five years and provision to extend by a further five years.

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

22 January 2024

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

22 January 2024

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Future requirements will be determined ahead of any future extension OR expiry date and published in line with procurement policy and any relevant legislation.

VI.4) Procedures for review

VI.4.1) Review body

English Heritage

Swindon

Country

United Kingdom