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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](mailto: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

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**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

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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



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## **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

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## **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