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Tender

Revolutionising Access to V&A Collections not on Display - Order an Object Technical Solution Project

Victoria and Albert Museum

F02: Contract notice

Notice identifier: 2023/S 000-037373

Procurement identifier (OCID): ocds-h6vhtk-042716

Published 19 December 2023, 7:06pm

Section I: Contracting authority

I.1) Name and addresses

Victoria and Albert Museum

Cromwell Road, South Kensington

London

SW7 2RL

Email

procurement@vam.ac.uk

Telephone

+44 2079422229

Country

United Kingdom

Region code

UKI3 - Inner London – West

Internet address(es)

Main address

<https://www.vam.ac.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-London:-Custom-software-development-services./88JRY5UBQ7>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/respond/88JRY5UBQ7>

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

Revolutionising Access to V&A Collections not on Display - Order an Object Technical Solution Project

Reference number

VA/CON/38/23

II.1.2) Main CPV code

- 72230000 - Custom software development services

II.1.3) Type of contract

Services

II.1.4) Short description

We are looking for a supplier with a passion for delivering user-centred technology solutions that effect real change. The successful contractor will deliver a technical solution for Order an Object, centred around Microsoft Field Service, including the public portal that will allow members of the public to book the objects they want to come and see, and deliver a bookings management solution to the museum's Collections Access team, to establish new Order an Object public services.

II.1.5) Estimated total value

Value excluding VAT: £630,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

LONDON

II.2.4) Description of the procurement

The V&A is seeking to appoint a supplier to work closely with the Order an Object project team to develop a technical solution for the Order an Object Service. This technical solution will enable the public to 'order an object', i.e. to book an appointment to have an encounter with objects of their choosing from the V&A collections at one of our available sites.

The V&A has chosen Dynamics 365 Field Service as the primary application in which the solution is to be delivered, with the use of additional Microsoft applications where required to meet any additional functionality.

The Contract is for:

The discovery, design, development and implementation phases for the Order an Object Technical Solution using Dynamics 365 Field Service, provided on a fixed fee basis which should be reflected in the price tendered.

The licenses, and support for a period of up to seven years from the 'go live' date subject to break clauses.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

84

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract shall have an annual break clause.

The contract shall include the option for additional relevant services, such as further integration or project work

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

The value specified in this notice is an estimate based on the full seven year term with all options taken. Tenderers should not use this as a guide and must submit competitive pricing based on the Brief and associated documents within the tender pack.

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

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

22 January 2024

Local time

12:30pm

Place

Electronically

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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.

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Custom-software-development-services./88JRY5UBQ7>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/88JRY5UBQ7>

GO Reference: GO-20231219-PRO-24806031

VI.4) Procedures for review

VI.4.1) Review body

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Kensington

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Country

United Kingdom