

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/037373-2023>

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](mailto: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**

Victoria and Albert Museum

Cromwell Road

Kensington

SW7 2RL

Telephone

+44 2079422229

Country

United Kingdom



