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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

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**