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Contract

## **Development and Design Services: Website, collections online, ticket purchase path & Customer Relationship Management (CRM)**

Museum of London

F03: Contract award notice

Notice identifier: 2023/S 000-038029

Procurement identifier (OCID): ocds-h6vhtk-0398bb

Published 29 December 2023, 4:06pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Museum of London

150 London Wall

London

EC2Y 5HN

#### **Email**

[procurement@museumoflondon.org.uk](mailto:procurement@museumoflondon.org.uk)

#### **Telephone**

+44 0278145676

#### **Country**

United Kingdom

**Region code**

UKI31 - Camden and City of London

**Internet address(es)**

Main address

[www.museumoflondon.org.uk](http://www.museumoflondon.org.uk)

**I.4) Type of the contracting authority**

Other type

Museum

**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**

Development and Design Services: Website, collections online, ticket purchase path & Customer Relationship Management (CRM)

Reference number

MOLDT0001

**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**

As part of the Museum of London's Digital Transformation Strategy, the Museum is

looking to procure service providers to work with us in delivering a new website with collections online, ticket purchase path and CRM. We have identified five key workstreams as priorities as part of this strategy and as such are looking for potential supplier(s) to deliver these services, either wholly or in parts.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £460,000

### **II.2) Description**

#### **II.2.1) Title**

Website: UX and Visual Design

Lot No

1

#### **II.2.2) Additional CPV code(s)**

- 72413000 - World wide web (www) site design services

#### **II.2.3) Place of performance**

NUTS codes

- UKI - London

Main site or place of performance

LONDON

#### **II.2.4) Description of the procurement**

Provision of services to provide UX and Visual Design for the Museum of London website.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 55

Cost criterion - Name: Cost / Weighting: 15

### **II.2.11) Information about options**

Options: Yes

Description of options

The Contracting Authority reserves the right to consider the following options; a. vary any final contract to combine services provided by this lot with any other lot should it prove technically and economically advantageous to do so

### **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**

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/P6PJCF8Y4Y>

## **II.2) Description**

### **II.2.1) Title**

Website: Back-end Technical Development and Front-end Design of Website Content Management System

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 72000000 - IT services: consulting, software development, Internet and support

### **II.2.3) Place of performance**

NUTS codes

- UKI - London

Main site or place of performance

LONDON

### **II.2.4) Description of the procurement**

This procurement is for a prospective supplier to provide full service in the technical development (Back-end) and design (Front-end) of the Museum of London's Website Content Management System.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 65

Cost criterion - Name: Cost / Weighting: 15

### **II.2.11) Information about options**

Options: Yes

Description of options

The Contracting Authority reserves the right to consider the following options; a. confirm an ongoing maintenance contract with the successful service provider for a min period of 12 months b. extend any ongoing maintenance contract/service level agreement for two further 12 month periods c. vary any final contract to combine services provided by this lot with any other lot should it prove technically and economically advantageous to do so

### **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**

Ticket Purchase Path: UX and Visual Design of Ticket Purchase Path System

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 72413000 - World wide web (www) site design services

### **II.2.3) Place of performance**

NUTS codes

- UKI - London

Main site or place of performance

LONDON

#### **II.2.4) Description of the procurement**

This procurement is for services to provide visual design of Museum of London's ticket purchase path system.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 55

Cost criterion - Name: Cost / Weighting: 15

#### **II.2.11) Information about options**

Options: Yes

Description of options

The Contracting Authority reserves the right to consider the following options; a. vary any final contract to combine services provided by this lot with any other lot should it prove technically and economically advantageous to do so

#### **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**

Ticket Purchase Path: Back-end technical development and front-end design services

Lot No

4

#### **II.2.2) Additional CPV code(s)**

- 72413000 - World wide web (www) site design services

### **II.2.3) Place of performance**

NUTS codes

- UKI - London

Main site or place of performance

LONDON

### **II.2.4) Description of the procurement**

This procurement is for the delivery of design (Front-end) and technical (Back-end) development of the Museum's ticket purchase path system

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 65

Cost criterion - Name: Cost / Weighting: 15

### **II.2.11) Information about options**

Options: Yes

Description of options

The Contracting Authority reserves the right to consider the following options; a. confirm an ongoing maintenance contract with the successful service provider for a min period of 12 months b. extend any ongoing maintenance contract/service level agreement for two further 12 month periods c. vary any final contract to combine services provided by this lot with any other lot should it prove technically and economically advantageous to do so

### **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**

Customer Relationship Management Configuration

Lot No

5

### **II.2.2) Additional CPV code(s)**

- 48445000 - Customer Relation Management software package

### **II.2.3) Place of performance**

NUTS codes

- UKI - London

Main site or place of performance

LONDON

### **II.2.4) Description of the procurement**

This procurement is for services to provide integration and configuration of the Museum's Customer Relationship Management System with the Museum's website and ticket purchase path.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 65

Cost criterion - Name: Cost / Weighting: 15

### **II.2.11) Information about options**

Options: Yes

Description of options

The Contracting Authority reserves the right to consider the following options; a. confirm an ongoing maintenance contract with the successful service provider for a min period of 12 months b. extend any ongoing maintenance contract/service level agreement for two further 12 month periods c. vary any final contract to combine services provided by this lot with any other lot should it prove technically and economically advantageous to do so

### **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 IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted 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.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-001632](#)

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## **Section V. Award of contract**

### **Lot No**

1

### **Title**

Website: UX and Visual Design

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

15 June 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 8

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Bureau Consulting Limited

Kalculus, 119 Marylebone Road

London

Country

United Kingdom

NUTS code

- UKI - London

National registration number

07948700

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £50,000

Total value of the contract/lot: £50,000

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**Section V. Award of contract**

**Lot No**

2

**Title**

Website: Back-end Technical Development and Front-end Design of Website Content Management System

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

5 September 2023

### **V.2.2) Information about tenders**

Number of tenders received: 8

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

Torchbox Ltd

The Top Floor, Southill Barn

Oxfordshire

OX7 3EW

Country

United Kingdom

NUTS code

- UKJ14 - Oxfordshire

National registration number

03983354

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £500,000

Total value of the contract/lot: £389,929

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## Section V. Award of contract

### Lot No

3

### Title

Ticket Purchase Path: UX and Visual Design of Ticket Purchase Path System

A contract/lot is awarded: Yes

### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

1 June 2023

#### V.2.2) Information about tenders

Number of tenders received: 7

The contract has been awarded to a group of economic operators: No

#### V.2.3) Name and address of the contractor

Bureau Consulting Limited

Kalculus, 119 Marlylebone Road

London

NW1 5PU

Country

United Kingdom

NUTS code

- UKI - London

National registration number

07948700

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £20,000

Total value of the contract/lot: £20,000

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**Section V. Award of contract**

**Lot No**

4

**Title**

Ticket Purchase Path: Back-end technical development and front-end design services

A contract/lot is awarded: No

**V.1) Information on non-award**

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

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## **Section V. Award of contract**

### **Lot No**

5

### **Title**

Customer Relationship Management Configuration

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

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## **Section VI. Complementary information**

### **VI.3) Additional information**

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=832355096>

GO Reference: GO-20231229-PRO-24863097

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Museum of London

150 London Wall

London

EC27 5HN

Country

United Kingdom

