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Contract

Arts Access Scheme - "All-In" Digital Membership System

The Arts Council of England

F03: Contract award notice

Notice identifier: 2024/S 000-040015

Procurement identifier (OCID): ocds-h6vhtk-03eff8

Published 11 December 2024, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

The Arts Council of England

The Hive, 49 Lever Street

Manchester

M1 1FN

Contact

Phil Lofthouse

Email

procurement.services@artscouncil.org.uk

Telephone

+44 1615374120

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.artscouncil.org.uk

Buyer's address

<https://www.delta-esourcing.com/>

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

Arts Access Scheme - "All-In" Digital Membership System

Reference number

ACE 504 ITT

II.1.2) Main CPV code

- 72200000 - Software programming and consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Arts Council England intends to commission a Digital Membership System (DMS), as part of a programme of work to develop a UK-wide access scheme, All In, which will improve access, usability, and inclusion for D/deaf, disabled and neurodivergent people to creative and cultural activity across the UK. The DMS will allow customers to sign up to All In and create a profile giving details of their access requirements. Organisations will also subscribe via the DMS and create profiles for their access provisions and performances. The database of organisations and their provisions will be used to create access directories to aid customers to find events and activities that meet their requirements.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £1,060,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48900000 - Miscellaneous software package and computer systems

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

Arts Council England intends to commission a Digital Membership System (DMS), as part of a programme of work to develop a UK-wide access scheme, All In, which will improve access, usability, and inclusion for D/deaf, disabled and neurodivergent people to creative and cultural activity across the UK. All In will offer practical tools that will help organisations offer better access provisions in a more efficient manner, underpinned by industry backed access standards for the sector as well as training and support to meet those standards. It will also provide audience insights for partners and participating venues. The DMS will be one of the cornerstones of All In, as a tool which facilitates the connection between creative and cultural organisations and their customers. The DMS will allow customers to sign up to All In and create a profile giving details of their access requirements. Organisations will also subscribe via the DMS and create profiles for their access provisions and performances. The database of organisations and their provisions will be used to create access directories to aid customers to find events and activities that meet their requirements. An organisation's subscription will also give them access to the database of customers and their requirements. The DMS will therefore be a tool which allows customers to quickly and easily share their requirements with any arts or cultural organisation they wish to attend, either through tech integrations with their existing ticketing and CRM software or by manual look up. We are open to different approaches to delivering a DMS either being procured from a consortium or a single multi-disciplined supplier, with the development work occurring within the UK.

II.2.5) Award criteria

Quality criterion - Name: Functionality of DMS to meet needs of Access Scheme / Weighting: 20

Quality criterion - Name: Details of Tech Stack for DMS delivery / Weighting: 20

Quality criterion - Name: Project management / Weighting: 13

Quality criterion - Name: Proposed Operational Services model / Weighting: 6

Quality criterion - Name: Core delivery team and stakeholder engagement / Weighting: 3

Quality criterion - Name: Risk management / Weighting: 3

Quality criterion - Name: Social Value - Digital Inclusion initiatives and training for individuals with accessibility needs / Weighting: 5

Quality criterion - Name: Social Value - Supporting disabled people to develop new skills / Weighting: 5

Cost criterion - Name: Price / Weighting: 25

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.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-sourcing.com/respond/46VKJ2Y552>

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-023898](#)

Section V. Award of contract

Title

ACE 504 ITT - All In Digital Membership System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 August 2024

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Calvium Ltd

The Old School House, 75a Jacobs Wells Road

Bristol

BS8 1DJ

Email

hello@calvium.com

Telephone

+44 1172262000

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

1036733

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: £1,060,000

Total value of the contract/lot: £1,060,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 30 %

Short description of the part of the contract to be subcontracted

Services and expertise in matters relating to data, engineering and service delivery

Section VI. Complementary information

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.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=909406479>

GO Reference: GO-20241211-PRO-28854954

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom