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Contract

ACE 669 ITT - All In Member Services Hub delivery partner

Arts Council England

F03: Contract award notice

Notice identifier: 2025/S 000-049972

Procurement identifier (OCID): ocds-h6vhtk-04cea1

Published 19 August 2025, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

Arts Council England

The Hive, 2nd Floor 47 Lever Street

Manchester

M1 1FN

Contact

Procurement Services

Email

procurement.services@artscouncil.org.uk

Telephone

+44 1619344317

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.artscouncil.org.uk/supplying-arts-council>

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

ACE 669 ITT - All In Member Services Hub delivery partner

Reference number

ACE 669 ITT

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.1.4) Short description

Arts Council England (ACE) have appointed a delivery partner for our All In Member Services Hub. All In is a new arts access scheme for D/deaf, disabled, and

neurodivergent people in the UK and Ireland. You can find out more on our website: <https://www.artscouncil.org.uk/developing-creativity-and-culture/diversity/all-in> Creative and cultural experiences should be accessible to all. By removing barriers, organisations across the UK and Ireland can welcome more people with access requirements through their doors. Together, we will work towards a sector which says, 'everyone's welcome'. This advert refers to the commissioning of a customer support service to support the operation of All In; the new Access Scheme supporting the experience of D/deaf, Disabled and Neurodivergent people when attending arts and cultural events in the UK and Ireland, launching in Autumn/Winter 2025. The Member Services Support Hub will specifically support individuals who are members of the scheme - D/deaf, Disabled and Neurodivergent people who buy tickets and attend arts and cultural events – with all aspects of managing their membership (e.g. understanding what All In offers, setting up their account, low level tech support and navigating our online platform). The Member Services Support Hub needs to offer various accessible ways for members to seek and receive high quality support (e.g. telephone, email, online chat).

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: £411,463.6

II.2) Description

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 (ACE) have appointed a delivery partner for our All In Member Services Hub. All In is a new arts access scheme for D/deaf, disabled, and neurodivergent people in the UK and Ireland. You can find out more on our website: <https://www.artscouncil.org.uk/developing-creativity-and-culture/diversity/all-in> Creative and cultural experiences should be accessible to all. By removing barriers, organisations across the UK and Ireland can welcome more people with access requirements through their doors. Together, we will work towards a sector which says, 'everyone's welcome'.

This advert refers to the commissioning of a customer support service to support the operation of All In; the new Access Scheme supporting the experience of D/deaf, Disabled and Neurodivergent people when attending arts and cultural events in the UK and Ireland, launching in Autumn/Winter 2025. The Member Services Support Hub will specifically support individuals who are members of the scheme - D/deaf, Disabled and Neurodivergent people who buy tickets and attend arts and cultural events – with all aspects of managing their membership (e.g. understanding what All In offers, setting up their account, low level tech support and navigating our online platform). The Member Services Support Hub needs to offer various accessible ways for members to seek and receive high quality support (e.g. telephone, email, online chat).

II.2.5) Award criteria

Quality criterion - Name: Quality Technical / Weighting: 80

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Price / Weighting: 10

II.2.11) Information about options

Options: Yes

Description of options

There will be two options to extend the contract, for up to 12 months each, until 30th June 2029.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-000680](#)

Section V. Award of contract

Contract No

ACE 669 ITT

Title

ACE 669 - All In Member Services Hub delivery partner

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 August 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

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: 3

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

V.2.3) Name and address of the contractor

This Named Company Ltd trading as The Card Network

Network House, St Ives Way, Sandycroft, Deeside

Deeside

CH5 2QS

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04306571

The contractor is an SME

Yes

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

Total value of the contract/lot: £411,463.6

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=974629760> GO

Reference: GO-2025819-PRO-31908789

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom