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Planning

Integrated Museum Management System (IMMS)

Portsmouth City Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-050004

Procurement identifier (OCID): ocds-h6vhtk-058ae4

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Scope

Reference

P00005125

Description

Portsmouth City Council's (PCC) Museums service is seeking to procure an Integrated Museum Management System to fully manage and help us build and expand upon the opportunities for improving the Museum and visitor services for both residents and visitors to this great and historic city. Whilst we have a policy to offer, wherever possible, a free service for residents, we are looking to increase revenue opportunities, particularly where bookings, events and online merchandise sales are concerned to fund further improvements and opportunities to expand and improve the museum offering.

We recognise the experience and innovation that suppliers can bring to these services. As such PCC would welcome your organisation's market information, which will be used to enable PCC to draw up a high-quality specification that meets the needs of our museum and visitor services.

We currently have a number of systems that are either heading towards the end of their contracts or are now obsolete and no longer fit for purpose. We are therefore looking to find, if possible, one system that can provide the following functions:

- Group and event booking
- Stock control and ordering
- Tills and payments
- On-line shop
- Ticket sales
- Marketing
- Reporting

To this end our aims are to:

- Improve online presence for museums to improve both ticket and merchandise sales
- Improve sales with integrated payments
- Managing room hire, events and group bookings with the ability to pay on-line or to be invoiced
- Promote and increase revenue into the Museum Service
- SaaS first is our strategic position
- Must be GDPR compliant - data can only be stored in UK data warehouses
- Capita Pay360 is our corporate payment system which would like to be integrated into any solution if at all possible

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- 3 years

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKJ31 - Portsmouth

Engagement

Engagement deadline

19 September 2025

Engagement process description

We recognise the experience and innovation that suppliers can bring to services. As such PCC would welcome your organisation's market information, which will be used to enable PCC to draw up a high-quality specification that meets the needs of our museum and visitor services.

A questionnaire for your completion is available via our In-tend eSender system - <https://in-tendhost.co.uk/portsmouthcc.aspx/home>.

Please complete the sections that relate to the services that you provide.

Subject to the response PCC may wish to engage with suppliers further in an informal

discussion which we are planning will take place week commencing (precise timings to be confirmed). This is purely a market consultation and is in no way an indication of the selection of your organisation or a guarantee of future work.

Only suppliers with established systems provided to similar organisations will be invited to further market engagement. Organisations participating in the market consultation will not have any advantage over organisations who do not participate in this process. Similarly, organisations not participating in the market consultation will not be disadvantaged.

Contracting authority

Portsmouth City Council

- Public Procurement Organisation Number: PCNL-5714-PRZV

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Region: UKJ31 - Portsmouth

Organisation type: Public authority - sub-central government