

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/000398-2022>

Contract

Digital Platform Procurement

Cheltenham Borough Council

F03: Contract award notice

Notice identifier: 2022/S 000-000398

Procurement identifier (OCID): ocids-h6vhtk-02bbcc

Published 7 January 2022, 9:24am

Section I: Contracting authority

I.1) Name and addresses

Cheltenham Borough Council

Municipal Offices, Promenade

Cheltenham

Email

procurement@publicagroup.uk

Country

United Kingdom

NUTS code

UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

Internet address(es)

Main address

<https://in-tendhost.co.uk/publicagroup.aspx/Home>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Digital Platform Procurement

Reference number

CBC0386P

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

The Councils are looking for a single primary Supplier, with capability to provide, configure and implement a full featured specialist Omni-Channel Digital Platform SaaS solution. In addition to workflow and case management functionality, the platform must provide integrations to back office applications, means of rapid development of processes using non-ICT staff and ability to share/utilise pre-built components/processes, within a free of charge-shared space. A SaaS/Cloud-based solution is essential.

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: £850,000

II.2) Description

II.2.1) Title

Lot 1 - Lot 1 – Omni-Channel Digital platform, including application sharing facility, with integral CRM features

Lot No

1

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services
- 48219000 - Miscellaneous networking software package
- 48100000 - Industry specific software package
- 48218000 - License management software package
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKK13 - Gloucestershire

II.2.4) Description of the procurement

Lot 1 – Omni-Channel Digital platform, including application sharing facility, with integral CRM features

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: Quality

Price - Weighting: 75/25

II.2.11) Information about options

Options: Yes

Description of options

option to extend contract for 2 1 year periods.

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

Lot 2 – Omni-Channel Digital platform, including application sharing facility, with integral CRM features

Lot No

2

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

II.2.4) Description of the procurement

Lot 2 – Omni-Channel Digital platform, including application sharing facility, with integral CRM features

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: Quality

Price - Weighting: 75/25

II.2.11) Information about options

Options: Yes

Description of options

option to extend for 2 1 year periods.

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-013401](#)

Section V. Award of contract

Contract No

1

Lot No

1

Title

Digital Platform Procurement

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 January 2022

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 0

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: 7

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Netcall Systems Ltd

Suite 203, Bedford Heights, Brickhill Drive, Bedford, Bedfordshire MK41 7PH

Suite 203, Bedford Heights, Brickhill Drive, Bedford, Bedfordshire MK41 7PH

MK41 7PH

Country

United Kingdom

NUTS code

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

The contractor is an SME

No

V.2.3) Name and address of the contractor

Netcall Ltd

Suite 203, Bedford Heights, Brickhill Drive, Bedford, Bedfordshire MK41 7PH

Country

United Kingdom

NUTS code

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

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: £40,000

Lowest offer: £40,000 / Highest offer: £40,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Cheltenham Borough Council

Cheltenham

Country

United Kingdom