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Tender

## **C19070 - Digital Experience Platform**

Kent Fire and Rescue Service

F02: Contract notice

Notice identifier: 2021/S 000-001480

Procurement identifier (OCID): ocds-h6vhtk-028d1e

Published 25 January 2021, 4:29pm

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

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

Kent Fire and Rescue Service

The Godlands, Straw Mill Hill, Tovil

Maidstone

ME15 6XB

#### **Contact**

Mrs Sally Conquest

#### **Email**

[sally.conquest@kent.fire-uk.org](mailto:sally.conquest@kent.fire-uk.org)

#### **Telephone**

+44 1622692121

#### **Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<http://www.kent.fire-uk.org/>

Buyer's address

<http://www.kent.fire-uk.org/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=bdc53cf8-2728-eb11-8105-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=bdc53cf8-2728-eb11-8105-005056b64545>

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

Regional or local authority

**I.5) Main activity**

Public order and safety

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

C19070 - Digital Experience Platform

Reference number

DN510737

#### **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**

The Authority are seeking a supplier to help us build and implement a new Digital Experience Platform (DXP), including a public website, content management system, digital asset management system, and workflow tools.

The intended contract will be for a initial five year term, with 2 potential 12 month extensions.

All clarifications and feedback should be provided via [www.kentbusinessportal.org](http://www.kentbusinessportal.org) messaging facility.

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UK - UNITED KINGDOM

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

The Authority's current web Content Management System (CMS), used to generate the KFRS public website, does not meet our current requirements. In addition, due to changes in technology since its original procurement, there are now stricter requirements from HM Government for accessibility of information presented on the internet which affects new and existing public sector websites since September 2018 (Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018).

The proposal is therefore to procure a Digital Experience Platform (DXP) which centralises and streamlines a number of currently separate tools and function, providing the flexibility for the Authority to adapt to new and emerging technologies.

#### Scope:

Discovery, user engagement, system design, build and implementation of an open-source DXP, and related development and test environments. The open source DXP will include:

- A unified Workflow Management (WFM) tool for content production, scheduling and retention and review that integrates with the other components below
- A headless or headless-hybrid content management system (CMS) able to push content via APIs to a new public-facing website and social media platforms with scope to adapt to new and emerging channels as they become available and viable.
- A new, mobile-friendly, public-facing website at <https://www.kent.fire-uk.org> that meets WCAG 2.1 AA standard for accessibility, as well as The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 and HM Government Digital Service recommendations for designing for accessibility.
- A GDPR-compliant Digital Asset Management (DAM) system that integrates with the CMS and workflow tools Continuous Improvement and pro-active Supplier engagement throughout the term of the contract to deliver innovation and efficiencies.

#### User Training

Ongoing support and maintenance for the solution.

#### Out of Scope

- Intranet site and any related content management tool
- Migration and/or management, or creation of any content/transactions for the new solution, other than those detailed within the requirements

- A payment platform is not required

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

2 x optional 12 month extensions.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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

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## **Section IV. Procedure**

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

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

Open procedure

Accelerated procedure

Justification:

PIN notice released 7th December 2020 to allow reduction of ITT timescales to 3 weeks.

**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: [2020/S 242-600239](#)

**IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

19 February 2021

Local time

12:00pm

**IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

19 February 2021

Local time

12:30pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

Kent Fire and Rescue Service

Maidstone

ME15 6XB

Country

United Kingdom