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Tender

Digital Platform

Stroud District Council

F02: Contract notice

Notice identifier: 2021/S 000-003135

Procurement identifier (OCID): ocds-h6vhtk-0293a6

Published 16 February 2021, 5:37pm

Section I: Contracting authority

I.1) Name and addresses

Stroud District Council

Ebley Mill, Ebley Wharf

Stroud

GL5 4UB

Contact

Mrs Jo Spain

Email

jo.spain@stroud.gov.uk

Telephone

+44 1453754589

Country

United Kingdom

NUTS code

UKK13 - Gloucestershire

Internet address(es)

Main address

<http://www.stroud.gov.uk>

Buyer's address

<http://www.stroud.gov.uk>

I.3) Communication

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

www.supplyingthesouthwest.org.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.supplyingthesouthwest.org.uk

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

Reference number

DN527379

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support
 - AA01 - Metal

II.1.3) Type of contract

Services

II.1.4) Short description

The Council is planning to deliver significant improvements to its services for Council employees and the communities it serves. It will achieve this by implementing a cloud-based Digital Platform for online services.

II.1.5) Estimated total value

Value excluding VAT: £400,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72260000 - Software-related services

II.2.3) Place of performance

NUTS codes

- UKK13 - Gloucestershire

II.2.4) Description of the procurement

The Council is planning to deliver significant improvements to its services for Council employees and the communities it serves. It will achieve this by implementing a cloud-based Digital Platform for online services. The Council also plans to adopt an on-going

Platform support model that enables it to make niche changes to the Platform, so it is not entirely reliant on the Supplier.

In terms of Platform functionality, at a minimum, it must be able to offer:

- A customer's account
- A strong CRM capability including single view of customer
- Case management, workflow and back office integration
- Channel shift to increase self-service.

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

36

This contract is subject to renewal

Yes

Description of renewals

1 +1 extension (both 12 months)

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

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

Date

23 March 2021

Local time

5:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

23 March 2021

Local time

5:00pm

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

Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom