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Planning

## **Digital Front Door online portal**

Dudley MBC

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-004348

Procurement identifier (OCID): ocds-h6vhtk-031798

Published 16 February 2022, 9:11am

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

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

Dudley MBC

Council House, Priory Road

Dudley

DY1 1HF

#### **Contact**

Nicola Biddle

#### **Email**

[corporate.procurement@dudley.gov.uk](mailto:corporate.procurement@dudley.gov.uk)

#### **Telephone**

+44 1384815600

#### **Country**

United Kingdom

**NUTS code**

UKG36 - Dudley

**Internet address(es)**

Main address

[www.dudley.gov.uk](http://www.dudley.gov.uk)

Buyer's address

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

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

Digital Front Door online portal

Reference number

AH225

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Dudley Council is seeking a partner to deliver a digital self-service solution to connect with and serve our residents . Our aim is to provide an outstanding customer service at reduced cost. The solution must include integration with back-office systems and enable us to update residents on their requests. The Council is seeking a digital solution to provide a self-service and mediated contact and request service for our residents, businesses, and visitors. We expect the solution to deliver a wide range of online capability including: • allow us to manage our interactions with residents seamlessly across all channels, • enable us to transform how we provide services by integrating with systems used by the Council thus automating service provision • be effective to deploy with easy to develop forms with built-in workflow capability. We seek a long-term partner with whom we can develop a solution that delivers outstanding customer service, streamline our processes, and drive down cost

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

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems

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

NUTS codes

- UKG36 - Dudley

Main site or place of performance

Dudley MBC

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

Dudley Council is seeking a partner to deliver a digital self-service solution to connect with and serve our residents via a Competitive Dialogue procedure.

### **II.3) Estimated date of publication of contract notice**

16 February 2022

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## **Section IV. Procedure**

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

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

### **VI.3) Additional information**

This exercise is being conducted in electronic format. Documents will be published to Dudley MBCs e-tendering Portal. If you wish to take part please, register with Dudley MBC e-tendering website (<https://in-tendhost.co.uk/blackcountryportal.aspx/Tenders/Current>) and select the Register/Sign In button which is located on the left-hand side of the Homepage.