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Planning

## **Digital Front Door online portal**

Dudley MBC

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-004398

Procurement identifier (OCID): ocids-h6vhtk-0317ca

Published 16 February 2022, 12:55pm

### **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**

5 April 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**

At this stage, this is purely a market engagement exercise. Any subsequent procurement will be advertised separately and all organisations wanting to participate will need to respond to the contract notice advertising the procurement when this is published. It is timetabled that a contract notice will be published in Find A Tender early April 2022. All interested parties are invited to contact the Authority at [corporate.procurement@dudley.gov.uk](mailto:corporate.procurement@dudley.gov.uk) to express their interest.