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Tender

CPU 5990 Customer Relationship Management and Billing System for Nottingham City Council, Enviroenergy

Nottingham City Council

F02: Contract notice

Notice identifier: 2023/S 000-005438

Procurement identifier (OCID): ocds-h6vhtk-03ab7a

Published 23 February 2023, 2:24pm

Section I: Contracting authority

I.1) Name and addresses

Nottingham City Council

Loxley House, Station Street

Nottingham

NG2 3NG

Contact

Ms Louise Dobson

Email

Louise.Dobson@nottinghamcity.gov.uk

Telephone

+44 1158763460

Country

United Kingdom

Region code

UKF1 - Derbyshire and Nottinghamshire

Internet address(es)

Main address

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

Buyer's address

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

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=d75674f7-82b3-ed11-811f-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=d75674f7-82b3-ed11-811f-005056b64545>

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

CPU 5990 Customer Relationship Management and Billing System for Nottingham City Council, Enviroenergy

Reference number

DN657818

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

Nottingham City Council is seeking tenders from sufficiently experienced and qualified contractors to establish a services contract to provide Customer Relationship Management and Billing Software System.

Nottingham City Council Environment and Sustainability Division provide billing services to our domestic customers on Enviroenergy's District Heating Network who exclusively use the networks hot water for their home's hot water and heating needs and not a conventional gas boiler. Due to this they have a distinctive heat meter which communicates flow and temperature readings to calculate kWh energy usage. NCC also provides billing services to a number of external clients who have their own communal heating programmes with similar heat meters.

II.1.5) Estimated total value

Value excluding VAT: £3,200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 65000000 - Public utilities
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKF1 - Derbyshire and Nottinghamshire

II.2.4) Description of the procurement

Nottingham City Council is seeking tenders from sufficiently experienced and qualified contractors to establish a services contract to provide Customer Relationship Management and Billing Software System.

Nottingham City Council Environment and Sustainability Division provide billing services to our domestic customers on Enviroenergy's District Heating Network who exclusively use the networks hot water for their home's hot water and heating needs and not a conventional gas boiler. Due to this they have a distinctive heat meter which communicates flow and temperature readings to calculate kWh energy usage. NCC also provides billing services to a number of external clients who have their own communal heating programmes with similar heat meters.

II.2.5) Award criteria

Quality criterion - Name: Delivery and PM / Weighting: 15

Quality criterion - Name: Technical / Weighting: 28

Quality criterion - Name: Client Support / Weighting: 15

Quality criterion - Name: Social Value and Sustainability / Weighting: 2

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £3,200,000

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

Duration in months

120

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

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

31 March 2023

Local time

3:00pm

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

3 April 2023

Local time

3:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Nottingham City Council

Nottingham

Country

United Kingdom