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Tender

## **Website and Customer Portal**

Clanmil Housing

F02: Contract notice

Notice identifier: 2021/S 000-006167

Procurement identifier (OCID): ocids-h6vhtk-029f89

Published 25 March 2021, 10:56pm

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

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

Clanmil Housing

Clanmil Housing 3 Waring Street

Belfast

BT1 2DX

#### **Email**

[procurement@clanmil.org.uk](mailto:procurement@clanmil.org.uk)

#### **Telephone**

+44 2890876000

#### **Country**

United Kingdom

#### **NUTS code**

UKN0 - Northern Ireland

**Internet address(es)**

Main address

<https://www.clanmil.org/>

**I.3) Communication**

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

<https://e-sourcingni.bravosolution.co.uk/web/login.shtml>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://e-sourcingni.bravosolution.co.uk/web/login.shtml>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

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

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

Website and Customer Portal

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

- 48000000 - Software package and information systems

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

Supplies

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

Clanmil require a cloud hosted website and customer portal. The hosting and service contract will be for 3 years with Clanmil having the option to award a 24-month extension (3+2 years). 12 months' notice is required for any alteration to this agreement.

Current State

Clanmil do not presently have a customer portal. There is a very generic and limited form feature which upon submission generates an e-mail to a shared mailbox for administrators to manually action in other systems.

Digital Strategy

Clanmil is at the early stages of a digital journey and wants to allow greater flexibility for customers consuming services as well as utilising staff in new ways of working. One of the key technologies that is vital to ensure the organisation can be flexible in its approach to operations is the provision of a website aimed at both customers and corporate stakeholders and an integrated customer portal that generates CRM and case type workflows.

#### **II.1.5) Estimated total value**

Value excluding VAT: £200,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKN06 - Belfast

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

Clanmil require a cloud hosted website and customer portal. The hosting and service contract will be for 3 years with Clanmil having the option to award a 24-month extension (3+2 years). 12 months' notice is required for any alteration to this agreement.

Current State

Clanmil's current website is outdated and lacks a functional Content Management System (CMS) that allows us the flexibility to update and adapt content and navigation quickly to reach and respond to site traffic analytics.

Digital Strategy

Clanmil is at the early stages of a digital journey and wants to allow greater flexibility for customers consuming services as well as utilising staff in new ways of working. One of the key technologies that is vital to ensure the organisation can be flexible in its approach to operations is the provision of a website aimed at both customers and corporate stakeholders and an integrated customer portal that generates CRM and case type workflows.

### **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

2 years

**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

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## **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

22 April 2021

Local time

12:00pm

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

English

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

Date

29 April 2021

Local time

12:00pm

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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**

Clanmil Housing

3 Waring street

Belfast

BT1 2DX

Country

United Kingdom