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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

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

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

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

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