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Tender

eCommerce System for Hampshire County Council's County Supplies Business

HAMPSHIRE COUNTY COUNCIL

F02: Contract notice

Notice identifier: 2021/S 000-007053

Procurement identifier (OCID): ocids-h6vhtk-02a2fe

Published 7 April 2021, 8:47am

Section I: Contracting authority

I.1) Name and addresses

HAMPSHIRE COUNTY COUNCIL

The Castle

WINCHESTER

SO238ZB

Email

county.supplies.buying@hants.gov.uk

Country

United Kingdom

NUTS code

UKJ3 - Hampshire and Isle of Wight

Internet address(es)

Main address

<https://www.hants.gov.uk>

I.3) Communication

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

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

eCommerce System for Hampshire County Council's County Supplies Business

Reference number

CC16425

II.1.2) Main CPV code

- 72212100 - Industry specific software development services

II.1.3) Type of contract

Services

II.1.4) Short description

County Supplies, a commercial arm of Hampshire County Council (The Authority, or HCC), is seeking to procure for itself a Contract for an eCommerce IT solution to be hosted in the cloud by the Supplier or its sub-contractor. The solution will support the effective and efficient management of eCommerce and other online services to County Supplies customers.

Hampshire County Council invites applications from suitably experienced organisations who wish to be considered for selection to tender for the opportunity. The contract will commence on 15.9.2021 for a period of 5 years (with the option to extend for a further 3 years). Interested parties should register their interest in the project via the In Tend website <https://in-tendhost.co.uk/hampshire>.

Tenderers are required to complete and submit the stage 1 tender return documents together with any supporting information requested by 14.00 on 7.5.2021.

Stage 2 will commence on 24.5.2021, with the deadline for stage 2 submission being 14.00 on 25.6.2021.

II.1.5) Estimated total value

Value excluding VAT: £379,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ3 - Hampshire and Isle of Wight

II.2.4) Description of the procurement

The eCommerce solution must include:

Intuitive customer-facing, desktop user-focused but mobile-responsive website to enable the selling of County Supplies products

Information architecture, navigation, product categorisation, browsing and internal search capabilities to help the customer find the products they need quickly

Sign-posting and calls to action to help the customer find the web page, feature, journey or outcome they require

Intuitive customer journeys to support customer registration, product discovery, ordering, payments, self-service account management and customer support

Mature and widely adopted Content Management System to enable the rapid publishing and ongoing management of product and service-related content and product pages by business users

Ability to create and manage multiple, customer-specific product catalogues with rules to determine which products are visible to specific customers

Creation and management of multiple product catalogues for both County Supplies warehouse stock and contracted direct supplier and mixed basket functionality

Order management capabilities allowing customer services agents to view customer orders to assist in resolving customer issues and queries

Trading reporting capabilities for key metrics such as customer volume and sales volume and value

Analytics of customer behaviour and the tracking of the effectiveness of customer journeys

Integration with HCC's SAP ECC (ERP Central Component) system to enable customer record upload to eCommerce system, order downloads to SAP, order statuses from SAP, external customer invoicing and income recognition for debit/credit card payments at Point of Sale

SAP 'punchout' integration with the eCommerce system, allowing internal customers to start their purchasing journey in HCC SAP, punchout to eCommerce system and return order details to SAP for order completion

Oracle Fusion 'punchout' integration with the eCommerce system, allowing a key County Supplies customer to order products directly from their Oracle ERP system

Integration with either Worldpay using HCC's existing merchant account or via GOV.UK PAY using HCC's existing Stripe merchant account to enable credit and debit card payments (payment solution to be confirmed at a later date)

Enabling HCC/County Supplies staff and customers access to the system at the appropriate level, according to the roles they have in the overall operation

A platform that in the future can support multiple eCommerce websites and associated content management systems concurrently

Strong access controls and data security, complying with the General Data Protection Regulation and Data Protection Act 2018 (GDPR)

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £379,000

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

Duration in months

96

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 5

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted 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

7 May 2021

Local time

2:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

24 May 2021

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Hampshire County Council

The Castle

Winchester

SO238UJ

Country

United Kingdom

Internet address

<https://www.hants.gov.uk/>