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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): ocds-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](mailto: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

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## **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

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## **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

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## **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

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## **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/>