

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007159-2024>

Tender

Bi-Borough Registrars Service Improvements

Westminster City Council

F02: Contract notice

Notice identifier: 2024/S 000-007159

Procurement identifier (OCID): ocds-h6vhtk-040ab1

Published 6 March 2024, 11:25am

Section I: Contracting authority

I.1) Name and addresses

Westminster City Council

64 Victoria Street

London

SW1E 6QP

Email

tenders@westminster.gov.uk

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<http://www.capitalesourcing.com>

Buyer's address

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<http://www.capitalesourcing.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://www.capitalesourcing.com>

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

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

Bi-Borough Registrars Service Improvements

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Westminster City Council and The Royal Borough of Kensington and Chelsea are looking for a supplier to make improvements to the current Registrars Booking System, this would enable individuals booking ceremonies to have a smoother customer experience than is currently given through the website. A new

booking solution would also include a facility that allow the service to better understand customer behaviour and requests so that the service can adapt to meet demand.

II.1.5) Estimated total value

Value excluding VAT: £475,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Westminster City Council and The Royal Borough of Kensington and Chelsea are looking for a supplier to make improvements to the current Registrars Booking System, this would enable individuals booking ceremonies to have a smoother customer experience than is currently given through the website. A new booking solution would also include a facility that allow the service to better understand customer behaviour and requests so that the service can adapt to meet demand.

For further detail, please review the specification on our eSourcing portal.

II.2.5) Award criteria

Quality criterion - Name: Technical Envelope 1 / Weighting: 20

Quality criterion - Name: Technical Envelope 2 / Weighting: 20

Quality criterion - Name: Technical Envelope 3 / Weighting: 20

Quality criterion - Name: Technical Envelope 4 / Weighting: 10

Cost criterion - Name: Commercial Envelope / Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £475,000

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

24+12

II.2.10) Information about variants

Variants will be accepted: No

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-029830](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

3 April 2024

Local time

12:00pm

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: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

3 May 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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

The High Court of Justice

The Royal Court of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

In accordance with Regulation 86 (Notices of decisions to award a contract), Regulation 87 (Standstill Period) and Regulations 91 (Enforcement of duties through the Court) of the Public Contracts Regulations 2015 (as amended).