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Contract

ID 4495113 - DfE - TOURISM NI - TOURISM BUSINESS HUB AND WEBSITE SUPPORT MAINTENANCE AND DEVELOPMENT

Tourism NI

F03: Contract award notice

Notice identifier: 2024/S 000-007541

Procurement identifier (OCID): ocds-h6vhtk-04168f

Published 8 March 2024, 2:13pm

Section I: Contracting authority

I.1) Name and addresses

Tourism NI

Floors 10-12, Linum Chambers, Bedford Square, Bedford Street

BELFAST

BT2 7ES

Contact

SSDAdmin.CPDfinance-ni.gov.uk

Email

ssdadmin.cpd@finance-ni.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ID 4495113 - DfE - TOURISM NI - TOURISM BUSINESS HUB AND WEBSITE SUPPORT MAINTENANCE AND DEVELOPMENT

Reference number

ID 4495113

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Tourism Northern Ireland (TNI) is responsible for the development of tourism and the marketing of Northern Ireland as a tourist destination to domestic tourists, from within Northern Ireland, and to visitors from the Republic of Ireland. Underpinning Tourism NI's key priorities is a Transformation Programme, including an organisation restructure and the ongoing development of a secure, cloud-based IT infrastructure. Tourism NI wish to procure a contract for the support, maintenance, licencing and development of our current corporate and industry website, tourismni.com. The website requires to operate on Optimizely (previously Episerver) Content Management System (CMS) and requires full integration with Microsoft Dynamics Customer Relationship Management (CRM) System and software applications to deliver the functionality as detailed in this specification. TNI would like to procure a platform-as-a-service with out of the box functionality that only requires implementation and training to empower Tourism NI staff to utilise this functionality. The initial contract period is for 3 years with 1 further optional extension period of up to 2 years. Please refer to the document entitled "ID 4495113 – Specification" for full details of the requirement.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,606,534.50

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 48600000 - Database and operating software package
- 48800000 - Information systems and servers
- 48780000 - System, storage and content management software package
- 72212780 - System, storage and content management software development services
- 72212783 - Content management software development services
- 48612000 - Database-management system
- 72212600 - Database and operating software development services
- 72212610 - Database software development services
- 72212224 - Web page editing software development services
- 72212213 - Operating system enhancement software development services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

Tourism Northern Ireland (TNI) is responsible for the development of tourism and the marketing of Northern Ireland as a tourist destination to domestic tourists, from within Northern Ireland, and to visitors from the Republic of Ireland. Underpinning Tourism NI's key priorities is a Transformation Programme, including an organisation restructure and the ongoing development of a secure, cloud-based IT infrastructure. Tourism NI wish to procure a contract for the support, maintenance, licencing and development of our current corporate and industry website, tourismni.com. The website requires to operate on Optimizely (previously Episerver) Content Management System (CMS) and requires full integration with Microsoft Dynamics Customer Relationship Management (CRM) System and software applications to deliver the functionality as detailed in this specification. TNI

would like to procure a platform-as-a-service with out of the box functionality that only requires implementation and training to empower Tourism NI staff to utilise this functionality. The initial contract period is for 3 years with 1 further optional extension period of up to 2 years. Please refer to the document entitled “ID 4495113 – Specification” for full details of the requirement.

II.2.5) Award criteria

Quality criterion - Name: Qualitative Criteria / Weighting: 60

Cost criterion - Name: Quantitative Criteria / Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

This Contract is for an initial period of 3 years with 1 further optional extension period of up to 2 years

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 000-032971](#)

Section V. Award of contract

Contract No

1

Title

Contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 February 2024

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

UNRVLD LTD

Eagle Star House, 5-7 Upper Queen Street

Belfast

BT1 6FB

Email

rachel.peters@unrvld.com

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<https://etendersni.gov.uk/epps>

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £1,606,534.50

Total value of the contract/lot: £1,606,534.50

Section VI. Complementary information

VI.3) Additional information

The total contract value of £160,6534.50 included within this Award Notice represents the figure that was used for evaluation purposes of this competition. This figure was calculated inclusive of Tourism NI's estimated usage for Application Lifestyle Management, general Website development, work packages, additional services and out of hours support. The actual value of the contract will depend upon the usage requirements of Tourism NI throughout the duration of the contract and therefore the actual total contract may be more or less than this published total value amount. Contract monitoring: the successful contractor's performance on the contract will be regularly monitored. Contractors not delivering on contract requirements is a serious matter. It means the public purse is not getting what it is paying for. If a contractor fails to reach satisfactory levels of contract performance they will be given a specified time to improve. If, after the specified time, they still fail to reach satisfactory levels of contract performance, the matter will be escalated to senior management in construction and procurement delivery (CPD) for further action. If this occurs and their performance still does not improve to satisfactory levels within the specified period, this may be considered

grounds for termination of the contract at your expense as provided for in the Conditions of Contract. In lieu of termination, CPD may issue a Notice of Written Warning or a Notice of Unsatisfactory Performance. A supplier in receipt of multiple Notices of Written Warning or a Notice of Unsatisfactory Performance may, in accordance with The Public Contracts Regulations 2015 (as amended), be excluded from future public procurement competitions for a period of. up to three years..

VI.4) Procedures for review

VI.4.1) Review body

The UK does not have any such bodies with responsibility for appeal/mediation procedures. Instead; any challenges are dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of the PCR 2015 as amended.

Belfast

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

CPD complied with the Public Contracts Regulations 2015 (as amended) and incorporated a standstill period (i.e. a minimum of 10 calendar days) at the point information on the award of contract was communicated to tenderers. That notification provided full information on the award decision. This provided time for the unsuccessful tenderers to challenge the award decision before the contract was entered into.