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Tender

Case and Customer Management Solution(s) 2022

Reading Borough Council

F02: Contract notice

Notice identifier: 2022/S 000-009552

Procurement identifier (OCID): ocds-h6vhtk-02d769

Published 8 April 2022, 5:26pm

Section I: Contracting authority

I.1) Name and addresses

Reading Borough Council

Civic Offices, Bridge Street

Reading

RG1 2LU

Contact

Caroline Lloyd

Email

pchub@reading.gov.uk

Country

United Kingdom

NUTS code

UKJ11 - Berkshire

Internet address(es)

Main address

www.reading.gov.uk

Buyer's address

<https://in-tendhost.co.uk/reading.aspx/Tenders/Current>

I.3) Communication

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

<https://in-tendhost.co.uk/readingbc.aspx/Tenders/Current>

Additional information can be obtained from the above-mentioned address

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

Case and Customer Management Solution(s) 2022

Reference number

RBC 00001237

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Reading Borough Council are completing a Restricted Procurement exercise for the provision of Case and Customer Management Solution(s) - this is a three Lot procurement run under a two stage process. Bidders will be required to tender for one lot only: Lot 1 - Casework solution – this lot covers case, document workflow and task management; Lot 2 – Customer platform – this lot covers customer transactions with the Council (report, contact, apply for services). The solution should support task / workflow management, integrating with core back office systems as required, to work towards resolution. It should also allow customers to view progress and receive communications about their query via a customer portal; Lot 3 – Joint lot covering both requirements. For full requirements, refer to the tender documentation.

II.1.5) Estimated total value

Value excluding VAT: £3,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for one lot only

II.2) Description

II.2.1) Title

Case Management Solution

Lot No

1

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKJ11 - Berkshire

II.2.4) Description of the procurement

Case, document workflow and task managementF01: Prior information notice (prior information only) - Notice reference: 2021/S 000-021847 - Published 3 September 2021, 11:12am

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: £1,450,000

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

Start date

12 September 2022

End date

31 March 2029

This contract is subject to renewal

Yes

Description of renewals

The term of the contract may be extended for 2 periods of 1 year; each period is subject to satisfactory performance, continued funding being available and mutual agreement between the parties

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

Envisaged minimum number: 3

Maximum number: 5

Objective criteria for choosing the limited number of candidates:

Highest scoring bidders evaluated following SQ review (see procurement documentation for more details)

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

II.2) Description

II.2.1) Title

Customer Management Solution

Lot No

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKJ11 - Berkshire

II.2.4) Description of the procurement

Customer transactions with the Council (report, contact, apply for services). The solution should support task / workflow management, integrating with core back office systems as required, to work towards resolution. It should also allow customers to view progress and receive communications about their query via a customer portal.F01: Prior information notice (prior information only) - Notice reference: 2021/S 000-020474 - Published 20 August 2021, 1:16pm

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: £1,550,000

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

Start date

12 September 2022

End date

31 March 2029

This contract is subject to renewal

Yes

Description of renewals

The term of the contract may be extended for 2 periods of 1 year; each period is subject to satisfactory performance, continued funding being available and mutual agreement

between the parties

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

Envisaged minimum number: 3

Maximum number: 5

Objective criteria for choosing the limited number of candidates:

Highest scoring bidders evaluated following SQ review (see procurement documentation for more details)

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

II.2) Description

II.2.1) Title

Joint Lot

Lot No

3

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKJ11 - Berkshire

II.2.4) Description of the procurement

Joint lot covering both requirements. Both PIN notice stated in Lots 1 and 2 descriptions equally apply to this lot

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: £3,000,000

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

Start date

12 September 2022

End date

31 March 2029

This contract is subject to renewal

Yes

Description of renewals

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Highest scoring bidders evaluated following SQ review (see procurement documentation for more details)

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 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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-020474](#)

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

Date

9 May 2022

Local time

10:00am

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

6 June 2022

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

Tender must be valid until: 12 September 2022

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice of England and Wales

7 Rolls Buildings, Fetter Lane

London

EC4A 1NL

Telephone

+44 2079477156

Country

United Kingdom

Internet address

<https://courtribunalfinder.service.gov.uk/courts/rolls-building>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The relevant deadlines depend on the specific nature of the remedies required and are defined in Regulations 93 & 94 of the Public Contracts Regulations 2015

VI.4.4) Service from which information about the review procedure may be obtained

The Cabinet Office

70 Whitehall

London

SW1A 2AS

Country

United Kingdom

Internet address

<https://www.gov.uk/government/organisations/cabinet-office>