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Tender

Digital Front Door Online portal

Dudley MBC

F02: Contract notice

Notice identifier: 2022/S 000-009596

Procurement identifier (OCID): ocds-h6vhtk-032c17

Published 11 April 2022, 11:46am

Section I: Contracting authority

I.1) Name and addresses

Dudley MBC

Council House, Priory Road

Dudley

DY1 1HF

Contact

Corporate Procurement

Email

corporate.procurement@dudley.gov.uk

Telephone

+44 1384814892

Country

United Kingdom

NUTS code

UKG36 - Dudley

Internet address(es)

Main address

www.dudley.gov.uk

Buyer's address

<https://in-tendhost.co.uk/blackcountryportal/asp/Home>

I.3) Communication

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

<https://in-tendhost.co.uk/blackcountryportal/asp/Home>

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

Digital Front Door Online portal

Reference number

AH225

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

Dudley Council is seeking a partner to deliver a digital self-service solution to connect with and serve our residents. Our aim is to provide an outstanding customer service at reduced cost. The solution must include integration with back-office systems and enable us to update residents on their requests. The Council is seeking a digital solution to provide a self-service and mediated contact and request service for our residents, businesses, and visitors. We expect the solution to deliver a wide range of online capability including:• allow us to manage our interactions with residents seamlessly across all channels,• enable us to transform how we provide services by integrating with systems used by the Council thus automating service provision, • be effective to deploy with easy to develop forms with built-in workflow capability.We seek a long-term partner with whom we can develop a solution that delivers outstanding customer service, streamline our processes, and drive dow

II.1.5) Estimated total value

Value excluding VAT: £1,960,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKG36 - Dudley

Main site or place of performance

Within the Dudley Borough

II.2.4) Description of the procurement

Dudley Council is seeking a partner to deliver a digital self-service solution to connect with and serve our residents. Our aim is to provide an outstanding customer service at reduced cost. The solution must include integration with back-office systems and enable us to update residents on their requests. The Council is seeking a digital solution to provide a self-service and mediated contact and request service for our residents, businesses, and visitors. We expect the solution to deliver a wide range of online capability including: • allow us to manage our interactions with residents seamlessly across all channels, • enable us to transform how we provide services by integrating with systems used by the Council thus automating service provision, • be effective to deploy with easy to develop forms with built-in workflow capability. We seek a long-term partner with whom we can develop a solution that delivers outstanding customer service, streamline our processes, and drive down cost.

II.2.5) Award criteria

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

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

Duration in months

84

This contract is subject to renewal

No

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

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

It is envisaged 5 suppliers will be Invited to Participate in Dialogue (ITPD), reducing to 4 Invited to Submit Outline Solution (ISOS), with a final 3 Invited to Submit Detailed Solution (ISDS)

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Selection criteria as stated in the procurement documents

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

Competitive dialogue

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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

Date

5 May 2022

Local time

5:00pm

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

12 May 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: 30 September 2022

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This exercise is being conducted in electronic format. Documents will be published to the Dudley MBC Portal. If you wish to take part please, register with Dudley MBC e-tendering website (<https://in-tendhost.co.uk/blackcountryportal.aspx/Tenders/Current>) and select the Register/Sign In button which is located on the left hand side of the Homepage.

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice,

Strand, Holborn

London,

Country

United Kingdom