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Contract

Digital Front Door Online portal 2022

Dudley MBC

F03: Contract award notice

Notice identifier: 2023/S 000-009929

Procurement identifier (OCID): ocds-h6vhtk-034a99

Published 5 April 2023, 11:42am

Section I: Contracting authority

I.1) Name and addresses

Dudley MBC

Council House, Priory Road

Dudley

DY1 1HF

Contact

Procurement Services

Email

corporate.procurement@dudley.gov.uk

Telephone

+44 1384814862

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.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 2022

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 was 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 was 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 and streamline our processes.

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: £1,500,000

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 was 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 was 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.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Price / Weighting: 40

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: Yes

Identification of the project

AH225 Digital Front Door Online portal 2022

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

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: [2022/S 000-017396](#)

Section V. Award of contract

Contract No

AH225

Lot No

1

Title

Digital Front Door Platform

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 March 2023

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Granicus Firmstep Limited

15, Worship Street, London EC2A 2DT

London EC2A 2DT

Country

United Kingdom

NUTS code

- UKI - London

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: £1,960,000

Total value of the contract/lot: £1,500,000

Section VI. Complementary information

VI.3) Additional information

Please note that this is an award notice and the contract has been let to the Contractor above. Expressions of interest in future contracts should be directed as in section I. Supply chain opportunities should be sought directly with the awarded contractor as detailed above.

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice,

Strand, Holborn

London

Country

United Kingdom