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Contract

Customer Experience Platform

Norfolk County Council

F03: Contract award notice

Notice identifier: 2023/S 000-010910

Procurement identifier (OCID): ocds-h6vhtk-02c097

Published 17 April 2023, 10:35am

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

www.norfolk.gov.uk

Buyer's address

https://in-tendhost.co.uk/norfolkcc/aspx/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

Customer Experience Platform

Reference number

NCCT42250

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

The Council has procured a SaaS solution to unify and simplify its customer experience

platform, thereby reducing the need for interfaces and making it easier and more cost efficient to manage and develop. This platform includes a contract management solution and an email marketing solution.

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: £1,468,115

II.2) Description

II.2.2) Additional CPV code(s)

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

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKH17 - Breckland and South Norfolk

- UKH16 - North and West Norfolk

- UKH15 - Norwich and East Norfolk

Main site or place of performance

Norfolk

II.2.4) Description of the procurement

The Council has awarded a contract for a SaaS solution to unify and simplify its customer experience platform, thereby reducing the need for interfaces and making it easier and more cost efficient to manage and develop. This contract includes a content management system and email marketing solution .The contract length is 5 years from 1 September 2024 (go live) with the right to extend by a further 2 years plus a further 2 years plus a further 1 year.

II.2.5) Award criteria

Quality criterion - Name: Strategic and Functional Requirements - 37% , Technical, Implementation and Support - 30%, / Weighting: Social Value - 3%

Price - Weighting: 30%

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.2.14) Additional information

The value of this contract stated in the notice is exclusive of VAT. The Council has the right to purchase additional professional services from the winning provider at the rates set in the tender.

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 000-025896

Section V. Award of contract

Contract No

NCCT42250

Lot No

1

Title

Customer Experience Platform

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 April 2023

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 2

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

GOSS Interactive Ltd

Plymouth

PL6 7TL

Email

bids@gossinteractive.com

Country

United Kingdom

NUTS code

- UKK41 - Plymouth

National registration number

03553908

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: £1,468,115

Total value of the contract/lot: £1,468,115

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Value excluding VAT: £150,000

Short description of the part of the contract to be subcontracted

Sub-contracting arrangements for part of the email marketing solution. The value excludes VAT and is an estimate depending on use.

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

Internet address

www.norfolk.gov.uk

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for lodging appeals: The Public Contracts Regulations 2015 (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).Proceedings must be brought within 30 days from the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the Court considers that there is good reason for extending the period within which proceedings may be brought, in which case the Court may extend that period up to a maximum of 3 months from the date of knowledge.