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Tender

T HCO21-158 Integrated Leisure Management Software Solution Tender

Derry City and Strabane District Council

F02: Contract notice

Notice identifier: 2022/S 000-010943

Procurement identifier (OCID): ocids-h6vhtk-03315d

Published 28 April 2022, 12:40pm

Section I: Contracting authority

I.1) Name and addresses

Derry City and Strabane District Council

Council Offices, 98 Strand Road

Derry

BT48 7NN

Email

tenders@derrystrabane.com

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

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

T HCO21-158 Integrated Leisure Management Software Solution Tender

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

DCSDC runs 10 leisure centres in district area. It is anticipated that the implementation of the new system will improve the customer experience by providing an online self-service portal facilitating joining, bookings, payment administration (including direct debit management), account management, and will permit access to these facilities using a range of devices including smartphones. The new system must also provide statistical analysis reports and intelligent marketing. Of particular interest to us is functions that will allow us to improve customer service and improve the efficiency of our business. Our preferred method for the supply of the solution is by vendor hosted, web-based solution, completely supported by the vendor in all respects 24x7x365. The solution must be PCI DSS (Payment Card Industry Data Security Standard) compliant, and the vendor must hold ISO27001 certification or a comparable certified ISMS (information security management system). Please refer to CfT documents for further detail.

II.1.5) Estimated total value

Value excluding VAT: £350,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description**II.2.2) Additional CPV code(s)**

- 72200000 - Software programming and consultancy services
- 72230000 - Custom software development services

II.2.3) Place of performance

NUTS codes

- UKN0A - Derry City and Strabane

II.2.4) Description of the procurement

DCSDC runs 10 leisure centres in district area. It is anticipated that the implementation of the new system will improve the customer experience by providing an online self-service portal facilitating joining, bookings, payment administration (including direct debit management), account management, and will permit access to these facilities using a range of devices including smartphones. The new system must also provide statistical analysis reports and intelligent marketing. Of particular interest to us is functions that will allow us to improve customer service and improve the efficiency of our business. Our preferred method for the supply of the solution is by vendor hosted, web-based solution, completely supported by the vendor in all respects 24x7x365. The solution must be PCI DSS (Payment Card Industry Data Security Standard) compliant, and the vendor must hold ISO27001 certification or a comparable certified ISMS (information security management system). Please refer to CfT documents for further detail.

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: £350,000

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

Duration in months

36

This contract is subject to renewal

No

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

Please refer to tender 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

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

Date

10 June 2022

Local time

12:00pm

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: 7 December 2022

IV.2.7) Conditions for opening of tenders

Date

10 June 2022

Local time

12:30pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: re-tender in 36 months

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

High Courts of Justice Northern Ireland

Belfast

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

High Courts of Justice Northern Ireland

Belfast

Country

United Kingdom