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Contract

T HCO21-158 Integrated Leisure Management Software Solution Tender

Derry City and Strabane District Council

F03: Contract award notice

Notice identifier: 2023/S 000-012267

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

Published 28 April 2023, 11:51am

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

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

<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.1.6) 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

Quality criterion - Name: Methodology / Weighting: 25

Quality criterion - Name: Project Plan / Weighting: 20

Quality criterion - Name: Resource schedule / Weighting: 10

Quality criterion - Name: Quality Systems / Weighting: 5

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: No

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-010943](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

1

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Royal Courts of Justice

Belfast

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

The Royal Courts of Justice

Belfast

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As per PCR 2015

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

The Royal Courts of Justice

Belfast

Country

United Kingdom