

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/013401-2021>

Tender

Digital Platform Procurement

Cheltenham Borough Council

F02: Contract notice

Notice identifier: 2021/S 000-013401

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

Published 14 June 2021, 4:52pm

Section I: Contracting authority

I.1) Name and addresses

Cheltenham Borough Council

Municipal Offices, Promenade

Cheltenham

Email

procurement@publicagroup.uk

Country

United Kingdom

NUTS code

UKK13 - Gloucestershire

Internet address(es)

Main address

<https://in-tendhost.co.uk/publicagroup.aspx/Home>

I.3) Communication

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

<https://in-tendhost.co.uk/publicagroup.aspx/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 Platform Procurement

Reference number

CBC0386P

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

The Councils are looking for a single primary Supplier, with capability to provide, configure and implement a full featured specialist Omni-Channel Digital Platform SaaS solution. In addition to workflow and case management functionality, the platform must provide integrations to back office applications, means of rapid development of processes using non-ICT staff and ability to share/utilise pre-built components/processes, within a free of charge-shared space. A SaaS/Cloud-based solution is essential.

II.1.5) Estimated total value

Value excluding VAT: £850,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot 1 - Lot 1 – Omni-Channel Digital platform, including application sharing facility, with integral CRM features

Lot No

1

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services
- 48219000 - Miscellaneous networking software package
- 48218000 - License management software package
- 48000000 - Software package and information systems
- 48100000 - Industry specific software package

II.2.3) Place of performance

NUTS codes

- UKK13 - Gloucestershire

II.2.4) Description of the procurement

Lot 1 – Omni-Channel Digital platform, including application sharing facility, with integral CRM features

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: £425,000

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: Yes

II.2.11) Information about options

Options: Yes

Description of options

option to extend contract for 2 1 year periods.

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) Description

II.2.1) Title

Lot 2 – Omni-Channel Digital platform, including application sharing facility, with integral CRM features

Lot No

2

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services
- 48219000 - Miscellaneous networking software package
- 48100000 - Industry specific software package
- 48218000 - License management software package
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKK13 - Gloucestershire

II.2.4) Description of the procurement

Lot 2 – Omni-Channel Digital platform, including application sharing facility, with integral CRM features

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: £425,000

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: Yes

II.2.11) Information about options

Options: Yes

Description of options

option to extend for 2 1 year periods.

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: No

IV.2) Administrative information

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

Date

16 July 2021

Local time

5:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

16 July 2021

Local time

5:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Cheltenham Borough Council

Cheltenham

Country

United Kingdom