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Planning

## **Customer Experience Platform**

Norfolk County Council

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-014628

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

Published 28 June 2021, 8:59am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

#### **Contact**

Joan Murray

#### **Email**

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

## **NUTS code**

UKH15 - Norwich and East Norfolk

## **Internet address(es)**

Main address

<https://www.norfolk.gov.uk/>

Buyer's address

<https://ln-Tendhost.co.uk/norfolkcc>

## **I.3) Communication**

Additional information can be obtained from the above-mentioned address

## **I.4) Type of the contracting authority**

Regional or local authority

## **I.5) Main activity**

General public services

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## **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**

- 48000000 - Software package and information systems

### **II.1.3) Type of contract**

Supplies

### **II.1.4) Short description**

Norfolk County Council is seeking to procure a new customer experience platform, which will change the way we use our application technology to improve the way our customers contact and engage with us (i.e. improve the customer journey).

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems

### **II.2.3) Place of performance**

NUTS codes

- UKH15 - Norwich and East Norfolk

### **II.2.4) Description of the procurement**

Norfolk County Council's Digital Strategy and Roadmap for the 2020s emphasises the importance of the delivery of service transformation through the use of innovative technology and explains how the Council will build on past and current success as the Connected Britain Digital Council of the Year 2020. This is not about technological change for the sake of change but is fundamentally driven by our ambition for our County to be a place where we put people first, a place of opportunity where we can fulfil our potential and live productive, healthy and independent lives, a place for economic growth and regeneration whilst protecting our environment and a place where we can access the education, skills and employment that we seek. In delivering this strategy, during the 2020s then we will achieve:

- A fundamentally better resident experience whenever and however they interact with us irrespective of what service they need;
- A better understanding of our residents, their needs and future demand through a modern approach to data and insights that focuses on collaborative sharing of data with partners to continuously improve services and make better decisions;
- Significant contributions to achieving carbon neutrality by 2030 through the sustainability opportunities offered by new technology.

To support these

objectives Norfolk County Council wants to change the way that we use our application technology to improve the way our customers contact and engage with us (our customer journeys). There are a number of key business applications that our new platform will need to work with. These include but are not limited to the Liquid Logic suite that we use to manage social care, Synergy which we use to manage education services, and Oracle which is used to manage our financial processes. Our platform that currently supports this customer management function is primarily Microsoft Dynamics, Sitecore, some use of MS Virtual agents, and a telephony service delivered through Updata CCaaS. We want to implement a solution that:

1. Recognises and supports a wide range of customer contact points
2. integrates with and provides customer single sign on experience
3. supports customer record linking across our various line of business systems
4. utilises pre-built components
5. supports innovation and the quick and agile development of applications
6. supports an efficient 'modular' development approach that enables components to be produced, re-used and simply reconfigured in response to shifting organisational priorities
7. provides a customer contact management solution
8. supports taking payments from customers
9. will support us in exploiting new and emerging technology (e.g. AI)
10. results in a sustainable service, which enables us to support in house
11. is robust, secure and compliant with relevant standards

We recognise that our platform may / will be made up of more than one technology provided by more than one supplier. We are open to suppliers working and pitching together but have a preference for managing the implementation and ongoing relationship through one lead supplier. Norfolk County Council would like to engage with the market before commencing a procurement to discuss its ambition and to seek views and advice. There will be a opportunity for 1-2-1 90 minute sessions via Microsoft Teams during w/c 13 and 20 September 2021. If you would like to meet with us, then please contact [pete.henley@norfolk.gov.uk](mailto:pete.henley@norfolk.gov.uk) by 27 August providing email addresses for attendees and your availability during those weeks. We reserve the right to exclude organisations, who do not have the capacity or capability to provide the service.

### **II.3) Estimated date of publication of contract notice**

7 January 2022

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes