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Tender

Residential Digital Front Door Platform

Lancashire County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-014775

Procurement identifier (OCID): ocds-h6vhtk-0501f3 ([view related notices](#))

Published 11 April 2025, 5:00pm

Scope

Reference

JB/ICT/LCC/25/1917

Description

A digital front door platform is designed to streamline and enhance the way residents and businesses interact with services that the Authority provides. The future platform will deliver the following strategic ambitions:

- Easy, seamless experience whether engaging by phone, face to face, social media, AI chat or via a range of resident facing applications and forms.
- Mobile friendly, easy access to advice, information, and support about our services at a time to suit our residents.
- Opportunities to feedback about their digital journey and the design of our resident facing services.
- An automated telephone payment system which allows users to make payments over

the phone or online without needing to speak to an agent.

- Receive a consistently effective digital service without having to tell us more than once.
- Ability to capture nondigital interactions where residents have chosen to use nondigital routes.
- Real time access to updates about a service request
- Promotes an inclusive digital service.
- Accessibility is embedded into the fabric of our solution so that residents with additional needs can engage with us digitally.
- Seamless signposting to the wider local government community without having to understand the difference between county, district, or parish level services.
- Ability to communicate in a non-English first language.
- An effective, timely and empathic response to an enquiry or service request
- Assurance that information we hold is safe and secure

Total value (estimated)

- £4,300,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2025 to 31 March 2029
- Possible extension to 31 March 2036
- 10 years, 7 months

Description of possible extension:

The initial Contract period will be three (3) years and six (6) months, after such time the Authority may extend the Contract by any number of defined periods stipulated by the Authority pursuant to the Contract, provided that the total duration of the Contract Term does not exceed ten (10) years and six (6) months.

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKD - North West (England)

Participation

Legal and financial capacity conditions of participation

Refer to paragraph 5.2 (Stage 1: PSQ Selection Criteria) of the ITT for the legal and financial capacity conditions of participation.

Technical ability conditions of participation

Refer to paragraph 5.2 (Stage 1: PSQ Selection Criteria) of the ITT for the technical ability conditions of participation.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

30 April 2025, 5:00pm

Submission type

Tenders

Tender submission deadline

9 May 2025, 11:00am

Submission address and any special instructions

All tenders must be submitted via Lancashire County Council's e-tendering portal (<https://www.lancashire.gov.uk/fusion-supplier-portal/>)

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

24 July 2025

Award criteria

| Name | Description | Type |
|---|---|-------------|
| Compliance with statement of requirements | Refer to section 5.3 of the ITT for further details. This criteria is pass/fail. Tenderer confirms their solution can meet all "must have" (mandatory) requirements as detailed in Appendix B - Statement of Requirements, before Tender award. The highest ranked Tenderer will be invited to demonstrate their solution meet's all "must have" (mandatory) requirements prior to award. | Quality |
| Quality and Technical | Refer to section 5.4 of the ITT for further details on the evaluation methodology and sub-criteria. This criteria is 60% of the total award criteria. | Quality |
| Price | Refer to section 5.5 of the ITT for further details on the evaluation methodology and sub-criteria. This criteria is 30% of the total award criteria. | Cost |
| Social value | Refer to section 5.6 of the ITT for further details on the evaluation methodology and sub-criteria. This criteria is 10% of the total award criteria. | Quality |

Weighting description

Refer to section 5.1 of the ITT for further details.

- > Award Evaluation Criteria - Compliance (Pass/Fail)
- > Award Evaluation Criteria - Quality & Technical (60%)
- > Award Evaluation Criteria - Price (30%)
- > Award Evaluation Criteria - Social Value (10%)

Other information

Payment terms

Refer to Appendix A - Contract and the Council's website (<https://www.lancashire.gov.uk/fusion-supplier-portal/>) for further details.

Description of risks to contract performance

Refer to Section 6 in Appendix B - Statement of Requirements

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

The evaluation of Tenders will follow the guidelines detailed in the ITT. All Submissions will be marked over a three (3) stage process before the Contract is awarded.

Stage 1: Procurement Specific Questionnaire (PSQ) Selection Criteria

Stage 2: Award Evaluation Criteria

Stage 3: Demonstration Meetings and Finalisation Meeting

Justification for not publishing a preliminary market engagement notice

The Authority issued a Prior Information Notice (F01) on the 12th November 2024 (notice reference: 2024/S 000-036555) regarding this procurement under the Public Contract Regulations 2015. The purpose of the early market engagement was to understand the solution capabilities of a digital front door platform for Lancashire residents and local businesses.

Contracting authority

Lancashire County Council

- Public Procurement Organisation Number: PBBJ-2179-TNXM

PO Box 100, County Hall

Preston

PR1 0LD

United Kingdom

Contact name: James Bennett

Email: digitalprocurement@lancashire.gov.uk

Website: <https://www.lancashire.gov.uk/fusion-supplier-portal/>

Region: UKD45 - Mid Lancashire

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

Social Value Portal Ltd

Summary of their role in this procurement: Evaluation and ongoing contract management support for social value deliverables.

- Public Procurement Organisation Number: PQHH-4489-TLZM

Tintagel House, 92 Albert Embankment,

London

SE1 7TY

United Kingdom

Email: support@socialvalueportal.com

Website: <https://www.socialvalueportal.com/>

Region: UKI45 - Lambeth

Contact organisation

Contact [Lancashire County Council](#) for any enquiries.