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Tender

## **Low Code Customer Experience Platform (Cloud Based)**

Doncaster Council

F02: Contract notice

Notice identifier: 2023/S 000-015433

Procurement identifier (OCID): ocds-h6vhtk-03d0b5

Published 31 May 2023, 3:24pm

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

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

Doncaster Council

Civic Office, Waterdale

Doncaster

DN1 3BU

#### **Contact**

Jemma Kirkham

#### **Email**

[Jemma.Kirkham@doncaster.gov.uk](mailto:Jemma.Kirkham@doncaster.gov.uk)

#### **Telephone**

+44 1302736654

**Country**

United Kingdom

**Region code**

UKE3 - South Yorkshire

**National registration number**

182338557

**Internet address(es)**

Main address

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

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/104514>

**I.3) Communication**

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

[https://uk.eu-supply.com/app/rfq/rwlentrance\\_s.asp?PID=40416&B=UK](https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=40416&B=UK)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[https://uk.eu-supply.com/app/rfq/rwlentrance\\_s.asp?PID=40416&B=UK](https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=40416&B=UK)

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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Low Code Customer Experience Platform (Cloud Based)

Reference number

46853

#### **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**

The City of Doncaster Council (the Council) has recently approved its new Customer Experience Strategy 2023 - 2026, this strategy seeks to further improve and modernise the experience of Doncaster residents when contacting the Council, including increased digital access. The Council has recently conducted a market assessment to gain an understanding of the current market and this engagement has helped to establish the following specification in order to ensure the Council's outcomes for the provision of its Customer Experience Management are supported and achieved over the life of this contract. Therefore, the Council invites bids to be submitted by suppliers who can supply the Council with a Cloud based Low-Code Customer Experience Platform that can be developed upon and utilised across both Council and Partner Organisations.

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

This contract is divided into lots: No

### **II.2) Description**

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKE31 - Barnsley, Doncaster and Rotherham
- UKE3 - South Yorkshire

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

The City of Doncaster Council (the Council) has recently approved its new Customer Experience Strategy 2023 - 2026, this strategy seeks to further improve and modernise the experience of Doncaster residents when contacting the Council, including increased digital access. The Council has recently conducted a market assessment to gain an understanding of the current market and this engagement has helped to establish the following specification in order to ensure the Council's outcomes for the provision of its Customer Experience Management are supported and achieved over the life of this contract. Therefore, the Council invites bids to be submitted by suppliers who can supply the Council with a Cloud based Low-Code Customer Experience Platform that can be developed upon and utilised across both Council and Partner Organisations.

## **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Extension available - 60 months

### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **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

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## **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

30 June 2023

Local time

12:00pm

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

30 June 2023

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Holly Wilson

Civic Office

Doncaster

Country

United Kingdom