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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

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/rwlenrance_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/rwlenrance_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

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

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

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

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