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Tender

Supply & Implementation of a Caerphilly CBC Corporate Digital Platform

Caerphilly County Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-015549

Procurement identifier (OCID): ocds-h6vhtk-03d2ec

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Section I: Contracting authority

I.1) Name and addresses

Caerphilly County Borough Council

Penallta House, Tredomen Park, Ystrad Mynach

Hengoed

CF82 7PG

Contact

Derek Morris

Email

morrid@caerphilly.gov.uk

Telephone

+44 1443863195

Fax

+44 1443863167

Country

United Kingdom

NUTS code

UKL16 - Gwent Valleys

Internet address(es)

Main address

<http://www.caerphilly.gov.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0272

I.3) Communication

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

<https://supplierlive.proactisp2p.com/Account/Login>

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

Supply & Implementation of a Caerphilly CBC Corporate Digital Platform

Reference number

CCBC/PS2448/23/DM

II.1.2) Main CPV code

- 48510000 - Communication software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Caerphilly County Borough Council are seeking expressions of interest from suitably qualified organisations to work as a partner in Supplying and Implementing a new Corporate Digital Platform into the Authority.

The Council has identified six (6) key areas of functionality that are an essential requirement for this procurement and the successful provider must be capable of providing all six (6) of these areas within their own platform.

The Council will not consider any bids that cannot provide all six (6) of the key areas of functionality on their own platform and any bids received that fail to meet this requirement, will be considered non-compliant and excluded from the process.

The six (6) key areas of functionality required are as follows:

Website Content Management – The suppliers platform must be capable of managing the Council's corporate website and be the touchpoint for customers accessing services online. The new platform will replace the use of the existing third party Content Management System currently in place in the Council.

Electronic Forms – The suppliers platform must be capable of building online forms to capture service requests from customers. These forms will be accessible through the Council's Corporate Website and the Customer Relationship/Contact Management interface supplied as part of the solution. The new platform will replace several existing

third party and in-house solutions for building online forms.

Workflow/Business Process Flow and Case Management - The suppliers platform must be capable of providing the Council with the ability to control the flow of service request information through its lifecycle. This will include delivery to back-office staff and systems.

System Integration – The suppliers platform must be capable of providing the Council with the ability to feed information, in both directions, between the solution and other third-party/in-house systems and data sources.

Customer Relationship/Contact Management – The suppliers platform must be capable of providing an interface for use by customer advisors when assisting customers contacting the Council with a service request or service request query. The new platform will replace the existing in-house solution.

Mobile Worker – The suppliers platform must be capable of providing the Council with the ability for workers in the field to receive and action service requests via their mobile device.

II.1.5) Estimated total value

Value excluding VAT: £1,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48510000 - Communication software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Caerphilly County Borough Council

II.2.4) Description of the procurement

The Supply & Implementation of a Caerphilly County Borough Council Corporate Digital

Platform tender process is being undertaken in accordance with the Public Contract Regulations (PCR) 2015 and via the Competitive Procedure with Negotiation (Regulation 29) process.

The first stage of the process requires bidders to submit their response to the Councils Selection Criteria Questionnaire(SCQ) and the evaluation of this stage of the process will be evaluated based on both Pass/Fail and Scored criteria.

Bidders must pass all Pass/Fail questions in order to be considered further. A fail will result in the bidder being disqualified and their submission will not be considered further.

The top scoring Five (5) organisations identified following the evaluation of the Selection Criteria stage of the exercise will proceed to the Invitation to Participate in Negotiation (ITPN) stage of the process. In the event that the fifth placed scores are tied, those organisations in joint fifth place will also proceed to the (ITPN) stage.

The top scoring Five (5) organisations invited to the Invitation to Participate in Negotiation stage will be invited to attend 121 briefing/clarification meetings prior to the initial tender documents being issued.

The Council reserves the right to award the contract following the receipt and evaluation of the initial tender responses, although if further negotiation is required further iterations of the tender documents may be issued to all of the bidders who qualified through to the Invitation to Participate in Negotiation stage until the contract is awarded to one winning provider.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

The contract will have an option to extend for up to a further period of sixty (60) months

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3

Objective criteria for choosing the limited number of candidates:

The first part of the evaluation process will consist of the evaluation of the bidders response to the Council's Selection Criteria Questionnaire document.

II.2.10) Information about variants

Variants will be accepted: Yes

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

Competitive procedure with negotiation

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

4 July 2023

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

4 July 2023

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 4 March 2024

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The procurement is to be processed in accordance with the Public Contract Regulations 2015 (the Regulations) in accordance with the Competitive Procedure with Negotiation Procedure - Regulation 29.

Bidders must express an interest in this process by completing the following:

1. Log in to the Proactis Supplier Portal at <https://supplierlive.proactisp2p.com/Account/Login>
2. Click the 'Sign Up' option on the Portal homepage (If already registered go to point 11).
3. Enter your correct Organisation Name, Details and Primary Contact Details.
4. Please make a note of the Organisation ID and User Name, then click 'Register'.
5. You will then receive an email from the system asking you to follow a link to activate your account.
6. Please enter the information requested, clicking on the blue arrow to move on to the next stage and follow the instructions ensuring that you enter all applicable details.
7. In the Classification section please ensure that you select the Product Classification Codes (CPV Codes) that appear in the tender notice, it is essential that only CPV Codes specific to your organisation are added to your profile.
8. Buyer Selection. At this stage you are required to indicate which Buyer Organisations you would like to register with. Please remember to register with Caerphilly to ensure that you will be

alerted to all relevant

opportunities.

9. Terms & Conditions. Read the terms & conditions of the use of this Supplier Portal and tick the box to denote

you have read and understood the terms and that you agree to abide by them. If you do not agree you cannot

complete the registration process.

Once you have agreed click on the blue arrow to move on to the next stage.

10. Insert a password for the admin user and repeat it. The password MUST be between 6 and 50 characters in

length. It must contain at least 2 number(s). Once completed select 'Complete Registration' and you will enter

the Supplier Home page.

11. From the Home Page, go to the 'Opportunities' icon, all current opportunities will be listed. Click on the blue

arrow under the field 'Show Me' of the relevant opportunity then click to register your interest on the applicable

button.

12. Refresh your screen by clicking on the opportunities icon located on the left hand side, to view the

opportunity click the blue arrow.

13. Note the closing date for completion of the relevant project. To find all available documentation please

dropdown the 'Request Documents' option and click to download all documents.

14. You can now either complete your response or 'Decline' this opportunity

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

[https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=130732.](https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=130732)

Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority's economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

The Community Benefits/Social Value required in this contract shall be included in the Invitation to Participate in the Negotiation stage of the process documents.

(WA Ref:130732)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

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+44 2079477501

Country

United Kingdom