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Tender

EPP0053 Digital Solutions and Associated Services National Framework Agreement

Braintree District Council

F02: Contract notice

Notice identifier: 2024/S 000-015886

Procurement identifier (OCID): ocds-h6vhtk-03a57e

Published 20 May 2024, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

Braintree District Council

Causeway House, Bocking End

Braintree

CM7 9HB

Contact

Lili Roqueta

Email

lili.roqueta@braintree.gov.uk

Telephone

+44 1376551414

Country

United Kingdom

Region code

UKH3 - Essex

Internet address(es)

Main address

www.braintree.gov.uk

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-Braintree:-IT-services:-consulting%2C-software-development%2C-Internet-and-support./67W9R2F5AU>

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

EPP0053 Digital Solutions and Associated Services National Framework Agreement

Reference number

EPP0053

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

BDC has published a notice in FTS inviting companies to express an interest in a National Framework Agreement available to all UK Public Sector Bodies (from here onwards referred to as Customers) for the provision of Digital Solutions and Associated Services, including but not limited to website software solutions, ongoing support and maintenance, bespoke development and professional services to enhance the digital presence of organisations. The national framework agreement will consist of 3 Lots/Sub-lots.

In conjunction with the framework ITT, Braintree District Council is issuing an Invitation to Participate in a mini-competition for the call-off of BDC requirements (under Lot 3), which will be open to Framework shortlisted Tenderers only.

II.1.5) Estimated total value

Value excluding VAT: £2,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots
3

Maximum number of lots that may be awarded to one tenderer: 5

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Sub-Lots 1b and 1c

Sub-Lot 1a and Lot 2

II.2) Description

II.2.1) Title

Lot 1 Software Solutions Sub-Lot 1a – Full digital service solution (Automatic Entry for Tenderers awarded a place in both Lots 1b AND 1c)

Lot No

1a

II.2.2) Additional CPV code(s)

- 72210000 - Programming services of packaged software products

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

This Sub-Lot provides a full digital service solution that enables customers to transform their operations and customer experiences using digital technologies. This is an automatic entry Lot which will comprise the winning suppliers from both Sub-Lots 1b and 1c.

This Lot is suitable for Customers who have considered current and future requirements for a specific call-off contract and have established their needs would be better covered by the scope of both Sub-Lots 1b and 1c

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £500,000

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

Duration in months

This contract is subject to renewal

Yes

Description of renewals

New edition of the framework would replace this one

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

Envisaged minimum number: 1

Maximum number: 8

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

II.2.14) Additional information

This is an automatic entry Lot which will comprise the winning suppliers from both Sub-Lots 1b and 1c.

II.2) Description

II.2.1) Title

Lot 1 Software solutions, Sub-Lot 1b – Website and online form solution

Lot No

1b

II.2.2) Additional CPV code(s)

- 72210000 - Programming services of packaged software products

- 72212224 - Web page editing software development services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

This Sub-Lot provides a website solution that enables customers to create, manage, and publish digital content to a website. This solution can help customers improve their online presence, reach a wider audience, increase revenue and improve efficiency.

This Lot would be more suited to Customers who are looking to promote products or services, share news or advertise events and more.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £200,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

New edition of the framework would replace this one

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

Envisaged minimum number: 1

Maximum number: 8

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

II.2) Description

II.2.1) Title

Lot 1 – Software Solutions, Sub-Lot 1c – Case management solution/Customer Relationship Management System (CRM)

Lot No

1c

II.2.2) Additional CPV code(s)

- 72212445 - Customer Relation Management software development services
- 72210000 - Programming services of packaged software products

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

This Sub-Lot provides Case Management Solution/Customer Relationship Management (CRM) only. CRM solutions enable customers to manage interactions with their customers and potential customers. These solutions can help customers build customer relationships and streamline processes so they can increase sales, improve customer service, and increase profitability.

This Lot would be more suited to customers wishing to build customer relationships and access a comprehensive view of all customer data, including personal details, all communication history, and more, in a single location.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £200,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

New edition of the framework would replace this one

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

Envisaged minimum number: 1

Maximum number: 8

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

II.2) Description

II.2.1) Title

Lot 2 – Professional services

Lot No

2

II.2.2) Additional CPV code(s)

- 72200000 - Software programming and consultancy services
- 72590000 - Computer-related professional services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

Professional services offered within Lot 2 include but are not limited to:

- Consultancy
- Website Integrations
- Discovery and research
- Training
- Website development

- Maintenance
- Implementation
- User Acceptance Testing (UAT) | Sandbox
- Quality assurance
- Data migration
- Wireframing

These professional services collectively enhance the digital presence of an organisation.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £100,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

New edition of the framework would replace this one

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

Envisaged minimum number: 1

Maximum number: 8

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

II.2) Description

II.2.1) Title

Lot 3 - Multidisciplinary

Lot No

3

II.2.2) Additional CPV code(s)

- 72200000 - Software programming and consultancy services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

This Lot encompasses all services within this framework. This is an automatic entry Lot which will comprise the winning suppliers from both Lots 1a and 2.

This Lot is suitable for Customers who have considered current and future requirements for a specific call-off contract and have established their needs would be better covered by the scope of both Lots 1a and 2.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £1,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

New edition of the framework would replace this one

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

Envisaged minimum number: 1

Maximum number: 8

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

II.2.14) Additional information

This is an automatic entry Lot which will comprise the winning suppliers from both Lots 1a and 2.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Formally documented quality management system, e.g ISO 9001

Cyber Essential, or Cyber Essential Plus, or certification on Information security, cybersecurity and privacy protection (e.g. ISO27001).

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-004489](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

20 June 2024

Local time

12:00pm

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

9 July 2024

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

Duration in months: 3 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

This Framework Agreement as described in the contract notice will be available to all UK contracting authorities as defined in section 2 of the Public Contracts Regulations 2015, as amended or replaced from time to time. This includes but is not limited to local authorities, educational establishments, emergency services, Health, Police, Fire and Rescue, Devolved Administrations, central government departments and their agencies, registered charities, etc. Please see further details at:

<https://www.ephframeworks.org/frameworks/public-sector-bodies-able-use-framework-agreements>

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Braintree:-IT-services:-consulting%2C-software-development%2C-Internet-and-support./67W9R2F5AU>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/67W9R2F5AU>

GO Reference: GO-2024520-PRO-26118149

VI.4) Procedures for review

VI.4.1) Review body

Braintree District Council

Causeway House

Braintree

CM7 9HB

Telephone

+44 1376551414

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Braintree District Council

Causeway House

Braintree

CM7 9HB

Telephone

+44 1376551414

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Braintree District Council

Causeway House

Braintree

CM7 9HB

Telephone

+44 1376551414

Country

United Kingdom