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Tender

## **Customer Experience Platform**

Mid Ulster District Council

F02: Contract notice

Notice identifier: 2024/S 000-016626

Procurement identifier (OCID): ocds-h6vhtk-046bbd

Published 28 May 2024, 2:48pm

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

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

Mid Ulster District Council

Dungannon Office Circular Road

Dungannon

BT71 6DT

#### **Contact**

tendersmidulstercouncil.org

#### **Email**

[tenders@midulstercouncil.org](mailto:tenders@midulstercouncil.org)

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.3) Communication**

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

<https://etendersni.gov.uk/epps>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etendersni.gov.uk/epps>

**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**

Customer Experience Platform

### **II.1.2) Main CPV code**

- 79342300 - Customer services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

The Council is seeking to procure a customer experience platform solution that: • Supports the delivery of its Digital Transformation Strategy and wider digital agenda across its services. For further information please refer to the Specification Document available within the CFT documents area of E-Tenders NI.

### **II.1.5) Estimated total value**

Value excluding VAT: £250,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 79342320 - Customer-care services
- 72200000 - Software programming and consultancy services
- 72500000 - Computer-related services

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

NUTS codes

- UK - United Kingdom
- UKN - Northern Ireland

- UKN0 - Northern Ireland
- UKN0B - Mid Ulster

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

The Council is seeking to procure a customer experience platform solution that: • Supports the delivery of its Digital Transformation Strategy and wider digital agenda across its services. For further information please refer to the Specification Document available within the CFT documents area of E-Tenders NI.

#### **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: £250,000

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

Duration in months

60

This contract is subject to renewal

No

#### **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 IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

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

Date

28 June 2024

Local time

3:00pm

#### **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: 26 September 2024

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

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

Chief Executive Mid Ulster Council

Burn Road

Cookstown

BT80 8DT

Country

United Kingdom