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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

#### 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

## **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

## 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

# **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**