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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