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Not applicable

## **Low Code Customer Experience Platform (Cloud Based)**

Doncaster Council

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-016771

Procurement identifier (OCID): ocds-h6vhtk-03d0b5

Published 13 June 2023, 4:30pm

### **Section I: Contracting authority/entity**

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

Doncaster Council

Civic Office, Waterdale

Doncaster

DN1 3BU

#### **Contact**

Jemma Kirkham

#### **Email**

[Jemma.Kirkham@doncaster.gov.uk](mailto:Jemma.Kirkham@doncaster.gov.uk)

#### **Telephone**

+44 1302736654

#### **Country**

United Kingdom

**Region code**

UKE3 - South Yorkshire

**National registration number**

182338557

**Internet address(es)**

Main address

<https://www.doncaster.gov.uk/>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/104514>

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## Section II: Object

### II.1) Scope of the procurement

#### II.1.1) Title

Low Code Customer Experience Platform (Cloud Based)

Reference number

46853

#### 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

The City of Doncaster Council (the Council) has recently approved its new Customer Experience Strategy 2023 - 2026, this strategy seeks to further improve and modernise the experience of Doncaster residents when contacting the Council, including increased digital access. The Council has recently conducted a market assessment to gain an understanding of the current market and this engagement has helped to establish the following specification in order to ensure the Council's outcomes for the provision of its Customer Experience Management are supported and achieved over the life of this contract. Therefore, the Council invites bids to be submitted by suppliers who can supply the Council with a Cloud based Low-Code Customer Experience Platform that can be developed upon and utilised across both Council and Partner Organisations.

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## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2023/S 000-015433](#)

## **Section VII. Changes**

**VII.1) Information to be changed or added**

**VII.2) Other additional information**

Deadline extended to 10/07/2023 12noon