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Planning

Customer Experience Platform: Prior Information Notice

London Borough of Barnet

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-019929

Procurement identifier (OCID): ocds-h6vhtk-03e113

Published 12 July 2023, 11:49am

Section I: Contracting authority

I.1) Name and addresses

London Borough of Barnet

2 Bristol Avenue

Colindale London

NW9 4EW

Email

procurement@barnet.gov.uk

Telephone

+44 2083597212

Country

United Kingdom

NUTS code

UKI71 - Barnet

Internet address(es)

Main address

www.barnetsourcing.co.uk

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA1146

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from 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

Customer Experience Platform: Prior Information Notice

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

This event is an opportunity for London Borough of Barnet to present their requirements for a new Customer Experience Platform and to explain to vendors how they can be part of this.

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)

- 48510000 - Communication software package

II.2.3) Place of performance

NUTS codes

- UKI71 - Barnet

II.2.4) Description of the procurement

This event is an opportunity for London Borough of Barnet to present their requirements for a new Customer Experience Platform and to explain to vendors how they can be part

of this.

Barnet Council is embarking on an ambitious transformation programme to deliver the priorities outlined in Our Plan for Barnet, 2023 to 2026. Key to delivery is an ambition to reshape and improve the way our residents access our services. The Cx platform will enable a more joined up 'front door' for our residents and businesses and those that study and work in the borough. Re-designing it to ensure those with more complex or multiple needs are offered a more proactive and personalised service. Equality is at the foundation of everything we do, and it will be important any solution enables all our residents to access the support and information they need, recognising individual circumstance and accessibility requirements.

The Resident Experience Team has already started to engage with residents about what this will look like, and their outputs inform the requirements document.

London Borough of Barnet are looking for a Customer Experience Platform which will

- enable a more proactive and personalised experience, making it simpler to access council services and provide greater transparency and proactive updates
- enable a joined-up Council for our staff, residents, and businesses to provide a more holistic experience
- provide real time accessible insight to shape and re-design services around the needs of our customers
- bring innovation and agility to enable solution design that is iterative and able to be truly co-designed with our residents, staff and stakeholders maximising impact and value

A detailed requirements document will be issued following registration and before the event

II.2.14) Additional information

The event will be held via MS Teams on 25 July 2023 at 11am. A link to the event will be issued following registration.

II.3) Estimated date of publication of contract notice

25 September 2023

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

To register for this event please send an email to procurement@barnet.gov.uk stating 'Cx Platform – Market Engagement Event' in the title line and provide email address(es) of all attendees. A link to the event will be sent no later than 20th July 2023.

If procurement of a Cx Platform proceeds, it will take place in September 2023. Date is subject to change.

NB This is a Market Engagement Event, London Borough of Barnet do not guarantee a tender will be issued following the event.

(MT Ref:229832)