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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): ocids-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](mailto:procurement@barnet.gov.uk)

#### **Telephone**

+44 2083597212

#### **Country**

United Kingdom

#### **NUTS code**

UKI71 - Barnet

**Internet address(es)**

Main address

[www.barnetsourcing.co.uk](http://www.barnetsourcing.co.uk)

Buyer's address

[https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA1146](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

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## **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

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## **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

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## **Section VI. Complementary information**

### **VI.3) Additional information**

To register for this event please send an email to [procurement@barnet.gov.uk](mailto: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)