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Tender

## **Customer Relationship & Online Engagement Tools**

Senedd Cymru / Welsh Parliament

F02: Contract notice

Notice identifier: 2024/S 000-024310

Procurement identifier (OCID): ocids-h6vhtk-04872e

Published 2 August 2024, 1:42pm

### **Section I: Contracting authority**

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

Senedd Cymru / Welsh Parliament

Senedd Cymru / Welsh Parliament, Ty Hywel, Cardiff Bay

Cardiff

CF99 1SN

#### **Email**

[helena.grant@senedd.wales](mailto:helena.grant@senedd.wales)

#### **Telephone**

+44 3002006549

#### **Country**

United Kingdom

## **NUTS code**

UKL22 - Cardiff and Vale of Glamorgan

## **Internet address(es)**

Main address

<https://www.senedd.wales.org/abthome/abt-procurement.htm>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0424](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0424)

## **I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

## **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://etenderwales.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk>

## **I.4) Type of the contracting authority**

Body governed by public law

## **I.5) Main activity**

Other activity

Legislative Body

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Customer Relationship & Online Engagement Tools

Reference number

1249

#### **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 Senedd is looking to put a contract in place for the supply, installation, and ongoing support of a Customer Relationship Management (CRM) & Online Engagement Tool (OET).

The contract will be for a 5 year period, with the option to extend for a further 2 years.

#### **II.1.5) Estimated total value**

Value excluding VAT: £490,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 72000000 - IT services: consulting, software development, Internet and support

#### **II.2.3) Place of performance**

NUTS codes

- UKL - Wales

Main site or place of performance

Cardiff

#### **II.2.4) Description of the procurement**

The Senedd is looking to put a contract in place for the supply, installation, and ongoing support of a Customer Relation Management (CRM) & Online Engagement Tool (OET).

We are seeking solutions that are cloud based, without any requirement to install software on individual machines.

The CRM system will be used to improve the customer experience, improve the efficiency of reporting on Key Performance Indicators (KPIs), as a basis for meaningful engagement for future interactions and analysed to inform engagement strategies.

We are looking to expand our use of online engagement tools and crowdsourcing by exploring solutions which make participation as accessible and engaging as possible to Welsh citizens.

The solution must operate efficiently, to enable the Senedd to enhance the scope and scale of participation with internal and external stakeholders, thus improving the quality and quantity of citizen engagement.

We are seeking solutions that are flexible enough to be utilised across the Commission through future phases.

#### **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: £490,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Option to extend for a further 2 year period

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 5

### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

As detailed in the Procurement documents

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

As stated in the Procurement documents

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## **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: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

3 September 2024

Local time

10:00am

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

13 September 2024

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English, Welsh

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

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## Section VI. Complementary information

### VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2029

### VI.3) Additional information

Suppliers will need to be registered on the Bravo Solution portal in order to obtain the Pre-Qualification Questionnaire (PQQ) and view the supporting Procurement documents. If you are not already registered you can register by going to [www.etenderwales.bravosolution.co.uk](http://www.etenderwales.bravosolution.co.uk). It is free to register on this portal. Once registered:-

- Click the 'Open Access PQQs' link
- Click on the relevant PQQ to access the content (pqq\_33579 - Customer Relationship Management & Online Engagement Tools).
- Click the 'Express Interest' button in the 'Actions' box on the left-hand side of the page. This will move the PQQ into your 'My PQQs' page
- Click on the PQQ code. You can now access any attachments by clicking the 'Settings and Buyer Attachments' in the 'Actions' box
- You can now choose to 'Reply' to the PQQ and submit your response

Please note that the Procurement documents will be uploaded into the 'Supplier Attachments' area under 'Settings' for all suppliers to view.

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at [https://www.sell2wales.gov.wales/search/search\\_switch.aspx?ID=143481](https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=143481)

(WA Ref:143481)

### VI.4) Procedures for review

#### VI.4.1) Review body

High Court



Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom