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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): ocds-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

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

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

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

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

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)

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. 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

(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