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Tender

Customer Experience Platform

Norfolk County Council

F02: Contract notice

Notice identifier: 2022/S 000-025896

Procurement identifier (OCID): ocds-h6vhtk-02c097

Published 15 September 2022, 10:51am

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

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

Buyer's address

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

I.3) Communication

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

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to 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

Reference number

NCCT42250

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

To deliver its Customer Experience Strategy Norfolk County Council have approved a new Customer Experience Programme – ‘One Customer, One Council’. One of the key areas of work for that programme is to update the technology the Council uses from the ‘front door’ to manage interactions with customers (from the start of the interaction to the end), and it is this which is the subject of this statement of requirements and procurement exercise. The Council intends to procure a SaaS solution or solutions to unify and simplify its customer experience platform, thereby reducing the need for interfaces and making it easier and more cost efficient to manage and develop. The Council is seeking a commercial, off the shelf system and understands it will need to do some configuration.

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
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKH17 - Breckland and South Norfolk
- UKH16 - North and West Norfolk
- UKH15 - Norwich and East Norfolk

Main site or place of performance

Norfolk

II.2.4) Description of the procurement

The Council intends to procure a SaaS solution or solutions to unify and simplify its customer experience platform, thereby reducing the need for interfaces and making it easier and more cost efficient to manage and develop. The Council is seeking a commercial, off the shelf system and understands it will need to do some configuration. This procurement is being conducted as a Competitive Dialogue. Bidders should note that the Council intends to conduct the dialogue over a period of 3 weeks maximum. Sessions will be conducted via Teams wherever possible and Bidders will not have to attend sessions every day (at this stage it is anticipated that each bidder will have 2 sessions a week). Contract length will be 60 months from go live date of 1st September 2023, with the option to extend by up to a further 5 years. The Council reserves the right to remove the content management system requirement from this procurement exercise or to have this functionality on a shorter contract length to the other required functionality. The Council may exercise this right where, during dialogue or elsewhere in the procurement exercise, it ascertains that a system or systems put forward do not meet requirements. If the Council does exercise this right, then the Council will undertake a further procurement exercise for its requirements in this area. Norfolk County Council is seeking to make savings on its current platform cost. The estimate budget for this procurement is circa £6 million over the maximum length of the contract and including implementation services. The figure excludes VAT, inflation and any additional professional services costs that may be needed outside of those for implementation. Bidders should note this budget before applying.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

system

Duration in months

120

This contract is subject to renewal

No

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

Maximum number: 3

Objective criteria for choosing the limited number of candidates:

Of those Applicants who reach the short-listing stage (evaluation of Form E), the Council will shortlist the three highest ranked applicants who achieve a score which is equal to or exceeds the quality threshold stated in the procurement documents to proceed to the next stage but:

- a. If the scores are sufficiently close (i.e., within 1% point), the Council reserves the right to take forward the fourth-place applicant.
- b. If three applicants do not achieve the minimum quality threshold, only those applicants achieving the minimum quality threshold will be taken forward.

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.1.2) 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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-014628](#)

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

Date

18 October 2022

Local time

10:00am

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

This procurement will be managed electronically via the Council's e-procurement system. To participate in this procurement, applicants must first be registered on the system at <https://in-tendhost.co.uk/norfolkcc>. Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc/asp/BUYERPROFILES>. Once registered you will be able to see the procurement project under the 'tenders' section and 'express an interest' to view the documentation. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing support@in-tend.co.uk.

VI.4) Procedures for review

VI.4.1) Review body

Norfolk County Council

County Hall, Martineau Lane

Norwich

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

VI.4.2) Lodging of appeals: The Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern EN Standard form 02 - Contract notice 12 / 19 Ireland). Proceedings must be brought within 30 days from the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the Court considers that there is good reason for extending the period within which proceedings may be brought, in which case the Court may extend that period up to a maximum of 3 months from the date of knowledge.