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Tender

## **Supply and Implementation of a Destination Management Solution, Including Ongoing Hosting, Support, and Maintenance**

The North Yorkshire Council

F02: Contract notice

Notice identifier: 2024/S 000-025918

Procurement identifier (OCID): ocds-h6vhtk-048b1b

Published 15 August 2024, 10:49am

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

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

The North Yorkshire Council

County Hall, Racecourse Lane,

Northallerton

DL7 8AD

#### **Contact**

Mark Taylor

#### **Email**

[procurement@northyorks.gov.uk](mailto:procurement@northyorks.gov.uk)

#### **Telephone**

+44 1609533450

**Country**

United Kingdom

**Region code**

UKE2 - North Yorkshire

**Internet address(es)**

Main address

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

Buyer's address

<https://yortender.eu-supply.com/ctm/Company/CompanyInformation/Index/104117>

**I.3) Communication**

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

<https://yortender.eu-supply.com/login.asp?B=YORTENDER>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://yortender.eu-supply.com/login.asp?B=YORTENDER>

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

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## **Section II: Object**

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

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

Supply and Implementation of a Destination Management Solution, Including Ongoing Hosting, Support, and Maintenance

Reference number

90181

#### **II.1.2) Main CPV code**

- 72260000 - Software-related services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Authority wishes to award a contract for the Supply and Implementation of a Destination Management Solution, Including Ongoing Hosting, Support, and Maintenance. With a powerful Destination Management Solution at its heart, Visit North Yorkshire seeks to be more efficient, improve services, and deliver increasing value to its paying advertisers; thereby maximising income and effectively marketing the whole of North Yorkshire to visitors and progressing the work streams and goals of its Destination Management Plan.

#### **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)**

- 48900000 - Miscellaneous software package and computer systems

- 72260000 - Software-related services
- 48000000 - Software package and information systems

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

NUTS codes

- UKE2 - North Yorkshire

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

The Authority wishes to award a contract for the Supply and Implementation of a Destination Management Solution, Including Ongoing Hosting, Support, and Maintenance. With a powerful Destination Management Solution at its heart Visit North Yorkshire seeks to be more efficient, provide better value services to its paying advertisers, maximise its income, effectively market the whole of North Yorkshire to visitors and progress the work streams and goals of its Destination Management Plan.

### **II.2.5) Award criteria**

Quality criterion - Name: Implementation / Weighting: 15.00

Quality criterion - Name: Training / Weighting: 5.00

Quality criterion - Name: Collaborative Working / Weighting: 7.50

Quality criterion - Name: Commercial Opportunities / Weighting: 10.00

Quality criterion - Name: Scalability and Growth / Weighting: 5.00

Quality criterion - Name: SEO / Weighting: 10.00

Quality criterion - Name: Customer Experience / Weighting: 10.00

Quality criterion - Name: Data Management / Weighting: 7.50

Price - Weighting: 30.00

### **II.2.6) Estimated value**

Value excluding VAT: £250,000

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

Duration in months

72

This contract is subject to renewal

Yes

Description of renewals

48 month initial period, followed by two further 12 month periods.

#### **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.1.2) 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

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### **Section IV. Procedure**

#### **IV.1) Description**

##### **IV.1.1) Type of procedure**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

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

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

Date

16 September 2024

Local time

11:00am

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

English

##### **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)

##### **IV.2.7) Conditions for opening of tenders**

Date

16 September 2024

Local time

11:00am

Place

Procurement and Contract Management, North Yorkshire Council, County Hall,  
Northallerton, DL7 8AD

Information about authorised persons and opening procedure

An independent member of the Procurement and Contract Management section will verify the tenders through our e-tendering system (YORtender).

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## **Section VI. Complementary information**

## **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

## **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

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

To access the tender documents you must register your organisation details on the YORtender (Mercell) system at <https://yortender.eu-supply.com/login.asp?B=YORTENDER>.

To view details of this opportunity, log into your account and click on “CTM Published Tenders” link. Select “Quote/tender ID” from the “Text filter” drop down menu, enter 90181 into the “with keyword” filter and click the green Search button. The opportunity should then appear in the list below.

Click the name of the opportunity which will give an overview of the opportunity and click “Accept” if you wish to accept the invitation to tender. This will then allow you to download any documentation required, complete and upload the documents to the system. This must be done in advance of the deadline date.

If you require further information, guidance or support using YORtender there is a User Guide (pdf) on the home page. If you are having any technical issues there is a link to create a ticket as well as an e-mail address and telephone number on the phone page under the “Do you need technical support?” section.

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

High Court of England and Wales

The Strand, City of Westminster

London

Country

United Kingdom

Internet address

<https://www.judiciary.uk/>

### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

North Yorkshire Council shall in accordance with the Public Contracts (Amendment) Regulations 2015, incorporate a minimum 10 day standstill period commencing at the point that information on the intention to award the contract is sent to tenderers.

The Council shall, as soon as possible after the decision has been made, inform the tenderers and candidates of its decision, and shall do so by notice in writing by the most rapid means of communication practicable.

Should additional information be required, please contact the person cited in paragraph I.1) of this form. If an appeal regarding the award of a contract has not been successfully resolved, Public Contracts Regulations 2015 (SI 2015 No 6) 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 and Wales).

Any such action must be started within 30 days beginning with the date when the aggrieved party first knew or ought to have known that grounds for starting the proceedings had arisen. Where a contract has not been entered into the Court may order the setting aside of the award decision or order the authority to amend any document and may award damages. Following the 10 day standstill period, if no further debriefing has been requested, the Court may only award damages once the contract has been entered into.

### **VI.4.4) Service from which information about the review procedure may be obtained**

High Court of England and Wales

The Strand, City of Westminster

London

Country

United Kingdom

Internet address

<https://www.judiciary.uk/>



