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Tender

CITB Voice of the Customer Platform and Support Services

Construction Industry Training Board

F02: Contract notice

Notice identifier: 2024/S 000-027895

Procurement identifier (OCID): ocids-h6vhtk-049727

Published 2 September 2024, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

Construction Industry Training Board

Sand Martin House, Bittern Way, Fletton Quays

Peterborough

PE2 8TY

Email

citb-procurement@gov.sscl.com

Telephone

+44 7935076443

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.citb.co.uk

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-Peterborough:-Customer-Relation-Management-software-package./89ENJ24Z2S>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-UK-Peterborough:-Customer-Relation-Management-software-package./89ENJ24Z2S>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

CITB Voice of the Customer Platform and Support Services

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

CITB have a requirement for a Voice of the customer platform and support services to enable 360 view of customer feedback, pain points and friction of CITB services to increase lifetime value. CITB require the platform to provide employee engagement and Customer research, with CITB's goal to become a customer centric organisation. This solution will enable to monitor, collate and act upon customer feedback.

II.1.5) Estimated total value

Value excluding VAT: £350,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

CITB have a requirement for a Voice of the customer platform and support services to enable 360 view of customer feedback, pain points and friction of CITB services to increase lifetime value. CITB require the platform to provide employee engagement and Customer research, with CITB's goal to become a customer centric organisation. This solution will enable to monitor, collate and act upon customer feedback. This needs to be a single platform approach with no 3rd party applications to meet the strategic goals of CITB.

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: £350,000

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

Duration in months

48

This contract is subject to renewal

No

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

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/89ENJ24Z2S>

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

4 October 2024

Local time

5:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

7 October 2024

Local time

9:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Peterborough:-Customer-Relation-Management-software-package./89ENJ24Z2S>

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GO Reference: GO-202492-PRO-27567249

VI.4) Procedures for review

VI.4.1) Review body

Construction Industry Training Board

Sand Martin House, Bittern Way, Fletton Quays

Peterborough

PE2 8TY

Country

United Kingdom