

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/029419-2021>

Tender

## **TC1097 - Provision of Technology Solution and Implementation Partner for Resident and Business Digital Experience**

Manchester City Council

F02: Contract notice

Notice identifier: 2021/S 000-029419

Procurement identifier (OCID): ocids-h6vhtk-02fa5a

Published 26 November 2021, 9:47am

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

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

Manchester City Council

Level 3, Town Hall Extension

Manchester

M60 2LA

#### **Contact**

Mrs Louise Causley

#### **Email**

[louise.causley@manchester.gov.uk](mailto:louise.causley@manchester.gov.uk)

#### **Telephone**

+44 1612344287

**Country**

United Kingdom

**NUTS code**

UKD3 - Greater Manchester

**Internet address(es)**

Main address

<http://www.manchester.gov.uk>

Buyer's address

<http://www.manchester.gov.uk>

**I.3) Communication**

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

<http://www.the-chest.org.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://www.the-chest.org.uk/>

**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**

TC1097 - Provision of Technology Solution and Implementation Partner for Resident and Business Digital Experience

Reference number

DN582343

### **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**

Provision and implementation of a low-code digital platform, CRM and forms package which should come with out of box integration.

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

Value excluding VAT: £897,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKD3 - Greater Manchester

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

Further details are set out in the procurement documents.

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

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 20

Quality criterion - Name: Environmental & Climate Change / Weighting: 10

Price - Weighting: 20

**II.2.6) Estimated value**

Value excluding VAT: £897,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

There is an option to extend for up to 3 years on an annual basis

**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**

The Council is using the e-business portal known as the Chest. Applicants will need to register their details at the following link [www.the-chest.org.uk](http://www.the-chest.org.uk). Applicants will need to electronically submit their completed tender documents, including online questionnaire, via the on-line portal by 11am on Friday 07 January 2022 as referred to in IV.2.2.

---

## **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

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

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

As specified in the procurement documents.

---

## **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: Yes

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

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

Date

7 January 2022

Local time

11:00am

#### **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 January 2022

Local time

11:00am

---

## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

The Council is using the e-business portal known as the Chest. Applicants will need to register their details at the following link [www.the-chest.org.uk](http://www.the-chest.org.uk) . Once registered, applicants will be emailed a log-in and password which will allow them to gain access to the documentation relating to this opportunity. Applicants will need to electronically submit their completed tender documents, including online questionnaire, via the on-line portal by 11am on Friday 07 January 2022 as referred to in IV.2.2. Any clarification queries must also be submitted via the Chest website by the date referred to in the tender documentation.

The contract will be for 3 years with the option to extend for up to 3 years on an annual basis, the contract is expected to commence March 2022.

The successful supplier will be required to actively participate in the economic and social regeneration of the locality of, and surroundings of, the place of delivery of the contract. Therefore, selection and award criteria, specification requirements and contract performance conditions may relate in particular to social and environmental considerations as relevant to the subject matter of this project.

The Council reserves the right not to award the contract, as a result of this Contract Notice. The Council shall not be liable for any costs or expenses incurred by any organisation in responding to this notice or in tendering for the proposed contract.

All submissions must be in English, with any clarifications or discussions conducted in English. Tenders and supporting documents must be priced in pounds sterling and all payments under the proposed contract will be made in pounds sterling.

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

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

Manchester City Council

Manchester

Country

United Kingdom

**VI.4.2) Body responsible for mediation procedures**

Manchester City Council

Manchester

Country

United Kingdom

**VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Council will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers prior to entering into the contract. If an appeal regarding the award of a contract has not been successfully resolved, the Public Contract 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 Ireland).

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

Manchester City Council

Manchester

Country

United Kingdom