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Tender

098-BK-24 Automated Messaging Service

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F02: Contract notice

Notice identifier: 2024/S 000-029524

Procurement identifier (OCID): ocids-h6vhtk-049b17

Published 16 September 2024, 10:59am

Section I: Contracting authority

I.1) Name and addresses

098-BK24 Automated Messaging Service

Breckland District Council, Elizabeth House, Walpole Loke

Dereham

NR19 1EE

Email

Stephen.Whitehead@breckland.gov.uk

Country

United Kingdom

NUTS code

UKH17 - Breckland and South Norfolk

Internet address(es)

Main address

www.breckland.gov.uk

Buyer's address

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

I.3) Communication

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

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

098-BK-24 Automated Messaging Service

Reference number

098-BK-24

II.1.2) Main CPV code

- 64212200 - Enhanced Messaging Service (EMS) services

II.1.3) Type of contract

Services

II.1.4) Short description

You are invited to tender for the provision of Automated Messaging Service for 5 Councils. The Supplier will be required to support our ongoing rolling programme to replace traditional letters and provide multi-channel message solutions within a Revenues and Benefits partnership consisting of five Councils across East Anglia, predominantly to enhance revenue collection by issuing reminders throughout the recovery cycle but also to support customer engagement programmes including customer satisfaction.

II.1.5) Estimated total value

Value excluding VAT: £200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64212200 - Enhanced Messaging Service (EMS) services
- 64216100 - Electronic message services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The provision of Automated Messaging Service for 5 Councils. The Supplier will be required to support our ongoing rolling programme to replace traditional letters and provide multi-channel message solutions within a Revenues and Benefits partnership consisting of five Councils across East Anglia, predominantly to enhance revenue collection by issuing reminders throughout the recovery cycle but also to support customer engagement programmes including customer satisfaction.

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: £200,000

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

Start date

31 January 2025

End date

30 January 2026

This contract is subject to renewal

Yes

Description of renewals

This contract will be offered based on two years, with the option to extend by a further one year (2 years + 1 year 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

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

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

16 October 2024

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

16 October 2024

Local time

12:03pm

Place

Breckland District Council

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Breckland District Council

Dereham

NR19 1EE

Country

United Kingdom

Internet address

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

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As per the tender documentation