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Planning

Bi-Borough Registrars Service Improvements - Prior Information Notice

Westminster City Council

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-029830

Procurement identifier (OCID): ocids-h6vhtk-040ab1

Published 10 October 2023, 2:03pm

Section I: Contracting authority

I.1) Name and addresses

Westminster City Council

Westminster City Council, City Hall

London

SW1E 6QP

Email

tenders@westminster.gov.uk

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

www.capitalesourcing.com

I.3) Communication

Additional information can be obtained from 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

Bi-Borough Registrars Service Improvements - Prior Information Notice

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Westminster City Council and The Royal Borough of Kensington and Chelsea are looking for a supplier to make improvements to the current Registrars Booking System, this would enable individuals booking ceremonies to have a smoother customer experience than is

currently given through the website. A new booking solution would also include a facility that allow the service to better understand customer behaviour and requests so that the service can adapt to meet demand.

II.1.5) Estimated total value

Value excluding VAT: £150,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Westminster City Council and The Royal Borough of Kensington and Chelsea are looking for a supplier to make improvements to the current Registrars Booking System, this would enable individuals booking ceremonies to have a smoother customer experience than is currently given through the website. A new booking solution would also include a facility that allow the service to better understand customer behaviour and requests so that the service can adapt to meet demand.

II.3) Estimated date of publication of contract notice

31 October 2023

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

This Prior Information Notice is to provide advance information to the market in anticipation of the formal tender being made live during the month of October 2023, for an open procedure procurement exercise.

Westminster Registration Service provides a wide range of statutory and discretionary services to residents as well as customers from all over the World. The service is looking to procure a new enhanced digital booking system, making use of modern technologies widely used in retail and e-commerce businesses to provide an exceptional customer experience. The Service requires a booking solution must be easy to use, with a high degree of self service and control, drive bookings from initial enquiry. In addition, it needs to provide customer insight and business intelligence to ensure the service is more responsive, better able to plan future products and services, maintaining its reputation as a market leader.

This opportunity and all associated procurement documents will be accessible via the contracting authority's e-sourcing portal; www.capitalesourcing.com.

To express your interest via the portal, please register, click the following link, enter your Username and Password: <https://www.capitalesourcing.com/web/login.shtml>, and complete the on-line Expressions of Interest Questionnaire Reference: pqq_WCC_1920 - Bi-Borough Registrars Service Improvements - Expression Of Interest.

If you are not registered on Westminster City Council's capitalE sourcing e-tendering portal, but would like to express an interest, please visit the above mentioned address and follow the on-screen registration instructions.

If you require any assistance registering on the portal, please contact the capitalE sourcing helpdesk on 0800 069 8630.

Any questions regarding the procurement must be submitted in writing via the e-sourcing Portal ("the Portal").

All potential providers are reminded that the contracting authority is not bound to award any contract as a result of this prior information notice or does it promise any volume guarantees as a result of this notice. All potential candidates must accept all the terms of the contract for your tender to be accepted.