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Tender

ID 5094524 - DfE - Invest NI - Replacement Customer Portal

Invest Northern Ireland

F02: Contract notice

Notice identifier: 2024/S 000-031854

Procurement identifier (OCID): ocids-h6vhtk-03db80

Published 4 October 2024, 11:34am

Section I: Contracting authority

I.1) Name and addresses

Invest Northern Ireland

BELFAST

BT2 7ES

Email

ssdadmin@cpdfinance-ni.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://etendersni.gov.uk/epps>

Additional information can be obtained from the above-mentioned address

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://etendersni.gov.uk/epps>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ID 5094524 - DfE - Invest NI - Replacement Customer Portal

Reference number

ID 5094524

II.1.2) Main CPV code

- 72212445 - Customer Relation Management software development services

II.1.3) Type of contract

Services

II.1.4) Short description

Invest Northern Ireland (Invest NI) have the requirement to replace their current MyINI Customer Portal. The current MyINI Customer Portal was launched in 2017 and was delivered as an off shoot to Invest NI's overall Customer Relationship Management system (CRM) strategic project. Invest NI is now seeking a long-term contract to develop a next generation MyINI Customer Portal that will remain tightly integrated with its existing back-office systems (as they continue to evolve) and become the indispensable channel for Invest NI's digital customer engagement in tight coordination with our other customer interaction channels. It is envisaged that the Supplier will be appointed in December 2024 with 'Go-Live' (of at least Phase 1) no later than the January 2026. Contracting for the licensing, maintenance and support will be for an initial period of 4 years from Go-Live of Phase 1, following which there will be two optional extension periods of 3 years each (4 plus 3 plus 3 yrs). There will be a break point at the end of years 4, 7 and 10 and at least 6 months prior to their expiry the client will assess whether the solution is still fit for purpose and meets Invest NI's needs. At the end of Optional Extension Period 2 (January 2036), subject to approval and obtaining additional budget, the Client may extend the contract for a maximum 3 further periods of 12 months. Each extension shall be subject to internal review and approval and shall incorporate the support, maintenance, and upgrade/enhancement of the solution.

II.1.5) Estimated total value

Value excluding VAT: £12,500,000

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
- 48211000 - Platform interconnectivity software package
- 48311000 - Document management software package
- 48482000 - Business intelligence software package
- 72212510 - Communication software development services
- 48780000 - System, storage and content management software package
- 48445000 - Customer Relation Management software package
- 72212445 - Customer Relation Management software development services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

Main site or place of performance

Northern Ireland

II.2.4) Description of the procurement

Invest Northern Ireland (Invest NI) have the requirement to replace their current MyINI Customer Portal. The current MyINI Customer Portal was launched in 2017 and was delivered as an off shoot to Invest NI's overall Customer Relationship Management system (CRM) strategic project. Invest NI is now seeking a long-term contract to develop a next generation MyINI Customer Portal that will remain tightly integrated with its existing back-office systems (as they continue to evolve) and become the indispensable channel for Invest NI's digital customer engagement in tight coordination with our other customer interaction channels. It is envisaged that the Supplier will be appointed in December 2024 with 'Go-Live' (of at least Phase 1) no later than the January 2026. Contracting for the licensing, maintenance and support will be for an initial period of 4 years from Go-Live of Phase 1, following which there will be two optional extension periods of 3 years each (4 plus 3 plus 3 yrs). There will be a break point at the end of years 4, 7 and 10 and at least

6 months prior to their expiry the client will assess whether the solution is still fit for purpose and meets Invest NI's needs. At the end of Optional Extension Period 2 (January 2036), subject to approval and obtaining additional budget, the Client may extend the contract for a maximum 3 further periods of 12 months. Each extension shall be subject to internal review and approval and shall incorporate the support, maintenance, and upgrade/enhancement of the solution.

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: £12,500,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Please refer to section II.2.11 - Information about Options, description of options.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The initial Contract period is intended to run for a period of 60 months from the date of Contract award. This

includes an envisaged 12 month implementation period for Phase 1 and an initial period from Go-Live of Phase 1 of 48 months (4 years).

It is envisaged that the Supplier will be appointed in December 2024 with 'Go-Live' (of at least Phase 1) no later than the January 2026.

Contracting for the licensing, maintenance & support will be for an initial period of 4 years from Go-Live of Phase 1, following which there

will be two optional extension periods of 3 years each (4+3+3 yrs).

There will be a break point at the end of years 4, 7 & 10 and at least 6 months prior to their expiry the client will assess whether the

solution is still fit for purpose and meets Invest NI's needs. At the end of Optional Extension Period 2 (Jan 2036), subject to approval &

obtaining additional budget, the Client may extend the contract for a maximum 3 further periods of 12 months. Each extension shall be

subject to internal review and approval and shall incorporate the support, maintenance, and upgrade/enhancement of the solution.

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 estimated maximum budget for the delivery of Phase 1 and Phase 2 up to year 10 is £7m (including VAT). The figure indicated in II.1.5 represents an estimated maximum contract value of £12,500,000.00 (excluding VAT). This is a maximum figure that reflects the potential scale of the contract and takes into account delivery of Phase 3 of the project and all of the optional extension periods available. This maximum figure also takes account of any such changes to the scope/and or scale which may result from legislative, operational and technological developments and/or additional functions and additional services that Invest NI may be required to provide during the contract term. These figures do not however take into account the application of indexation to charges due to increases in charges due to increases in the Real Living Wage. The pricing strategy applied and the setting of cost/profit margins are a commercial decision for economic operators when submitting a bid for this competition. In addition, neither CPD nor the Authority can provide any guarantee as to the level of business under this contract. The Buyer does not bind itself to accept the lowest or any tender. Economic Operators remain responsible for all costs and expenses incurred by them or by any third party acting under instructions from the Economic Operator in connection with taking part in this procurement process regardless of whether such costs arise as a consequence, directly

or indirectly, of any amendments made to the procurement documents by the Buyer at any time. No legally binding contract shall arise (and an Economic Operator shall have no legitimate expectation that a contract will be entered into) until such time as entry into the Contract has been confirmed by the Buyer. Economic Operators should note that all dates, time periods and figures in relation to values and volumes specified in this notice and the procurement documents are approximate only and the Buyer reserves the right to change any or all of them. For Further details regarding the requirement, please refer to document entitled "ID 5094524 – Mid-Tier Schedule 02 (Specification).. .

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

Before the intention to award phase, as part of the verification process, the Supplier that has the highest mark for quality and cost and confirmed compliance with the mandatory requirements in Schedule 2 (Specification) will be required to provide a working demonstration of their proposed solution. Demonstrations will be to a party of up to 15 people. The supplier will bear any costs relating to travelling to the location and any associated lodging costs. These demonstrations will take place in the Invest NI Headquarters, Bedford Street, Belfast (unless agreed otherwise) and must be within 3 weeks of a request from the Buyer to hold such a verification exercise. The solution must be demonstrated comprehensively against the requirements marked with 'V' within the mandatory requirements. This is to ensure that the solution meets the requirements. A guided Scenario is presented in Annex. AB1 of the procurement specification on how these requirements could be demonstrated. This is supported by Annexes AB2 (example. Application Form), AB3 (example Eligibility Checker flow) and AB4 (example Online Claims Supplier Data). This exercise will be used to confirm responses. Scores may be amended downwards where verification indicates that performance is less than previously stated within the supplier's bid. In the event that any element of the verification of the proposed solution cannot be met the panel will mark the bid as a Fail and the next highest scoring supplier will be asked to provide a working demonstration of their solution. In the event that a quality score is reduced which results in the score initially awarded falling below that of the next highest scoring Supplier then the next highest scoring tender will be asked to provide a working demonstration of their solution. The supplier with the highest scoring compliant bid and solution that successfully passes the verification process will then be awarded the contract.

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-017721](#)

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

Date

12 November 2024

Local time

3:00pm

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

Tender must be valid until: 10 February 2025

IV.2.7) Conditions for opening of tenders

Date

12 November 2024

Local time

3:30pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The successful Supplier's performance on the contract will be regularly monitored in line with the tender documentation. Supplier's not. delivering on contract requirements is a serious matter. It means the public purse is not getting what it is paying for. If a Supplier fails. to reach satisfactory levels of contract performance they will be given a specified time to improve. If, after the specified time, they still. fail to reach satisfactory levels of contract performance, the matter will be escalated to senior management in CPD for further action. If. this occurs and their performance still does not improve to satisfactory levels within the specified period, it may be regarded as an act of. grave professional misconduct and they may be issued with a Notice of Unsatisfactory Performance and the contract may be terminated.. The issue of a Notice of Unsatisfactory Performance can result in the Supplier being excluded from all procurement competitions. being undertaken by Centres of Procurement Expertise on behalf of bodies covered by the Northern Ireland Procurement Policy for a. period of three years from the date of issue. The Authority expressly reserves the rights:.(I). not to award any contract as a result of the. procurement process commenced by publication of this notice;. (II). to make whatever changes it may see fit to the content and structure. of the tendering Competition; and. (III). to award (a) contract(s) in respect of any part(s) of the services covered by this notice; and in no. circumstances will the Authority be liable for any costs incurred by candidates.. This project will be used to progress the Government's. wider social, economic and environmental objectives.

VI.4) Procedures for review

VI.4.1) Review body

The UK does not have any such bodies with responsibility for appeal/mediation procedures. Instead; any challenges are dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of the PCR 2015 as amended.

n/a

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

CPD will comply with the Public Contracts Regulations 2015 and, where appropriate, will incorporate a standstill period (i.e. a minimum of 10 calendar days) at the point information on the award of contract is communicated to tenderers. That notification will provide full information on the award decision. This provides time for the unsuccessful tenderers to challenge the award decision before the contract is entered into.