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Tender

DfE Consumer Council - Provision, Implementation, Configuration and Support of a Customer Relationship Management System

DfE - The Consumer Council

F02: Contract notice

Notice identifier: 2022/S 000-033122

Procurement identifier (OCID): ocds-h6vhtk-038767

Published 22 November 2022, 4:14pm

Section I: Contracting authority

I.1) Name and addresses

DfE - The Consumer Council

Floor 3, Seatem House, 28-32 Alfred Street,

BELFAST

BT2 8EN

Contact

SSDAdmin.CPDfinance-ni.gov.uk

Email

SSDAdmin.CPD@finance-ni.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.consumercouncil.org.uk>

Buyer's address

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

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

DfE Consumer Council - Provision, Implementation, Configuration and Support of a Customer Relationship Management System

Reference number

ID 4567825

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

The Consumer Council wishes to implement a new Complaints Relationship Management (CRM) System. The Contractor will be required to provide a solution that meets the needs of the organisation in order to manage its statutory complaints function. The Client will also require on-going maintenance, support services and user licences. The aim is to procure, install and migrate to a CRM solution that provides a robust and flexible complaints management system that will support the effective and efficient management of user information. The Client is therefore seeking to appoint a Contractor to deliver, implement, support and maintain a new complaints management system and provide customisation as required.

II.1.5) Estimated total value

Value excluding VAT: £134,400

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72200000 - Software programming and consultancy services
- 72230000 - Custom software development services
- 72232000 - Development of transaction processing and custom software
- 72250000 - System and support services
- 72253000 - Helpdesk and support services
- 72260000 - Software-related services

- 72300000 - Data services
- 72310000 - Data-processing services
- 72311100 - Data conversion services
- 72312100 - Data preparation services
- 72314000 - Data collection and collation services
- 72316000 - Data analysis services
- 72317000 - Data storage services
- 72313000 - Data capture services
- 72320000 - Database services

II.2.3) Place of performance

NUTS codes

- UKN0 - Northern Ireland

II.2.4) Description of the procurement

The Consumer Council wishes to implement a new Complaints Relationship Management (CRM) System. The Contractor will be required to provide a solution that meets the needs of the organisation in order to manage its statutory complaints function. The Client will also require on-going maintenance, support services and user licences. The aim is to procure, install and migrate to a CRM solution that provides a robust and flexible complaints management system that will support the effective and efficient management of user information. The Client is therefore seeking to appoint a Contractor to deliver, implement, support and maintain a new complaints management system and provide customisation as required.

II.2.5) Award criteria

Quality criterion - Name: AC1 Design and Effectiveness of Solution / Weighting: 24

Quality criterion - Name: AC2 Implementation Plan / Weighting: 12

Quality criterion - Name: AC3 Contract Management / Weighting: 12

Quality criterion - Name: AC4 Social Value Methodology / Weighting: 12

Cost criterion - Name: AC5 Total Contract Price / Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £134,400

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

The contract is anticipated to be renewed on expiry of the final contract period and prior to August 2028.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

After the initial contract period, there are 2 options to extend for 1 year each.

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 Contractor must comply with the specification in full.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.3) Technical and professional ability

List and brief description of selection criteria

SC1 Fair Work

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

The Client will monitor the Contractor's performance against the agreed Key Performance Indicators as detailed in the Specification Schedule and Commercial Conditions of Contract Schedule for ICT Schedule 5 – Contract and Service Management.

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

22 December 2022

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: 22 March 2023

IV.2.7) Conditions for opening of tenders

Date

22 December 2022

Local time

3:30pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Estimated timing for further notices to be published: 3 months prior to expiry of this contract anticipated to be November 2028.

VI.3) Additional information

The successful Contractor's performance on this contract will be managed as per the specification and regularly monitored. Contractors not delivering on contract requirements is a serious matter. It means the public purse is not getting what it is paying for. If a contractor 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 this contract may be terminated. A central register of such notices for supplies and services contracts will be maintained and published on the CPD website. Any contractor in receipt of a notice of unsatisfactory performance will be required to declare this in future tender submissions for a period of 3 years from the date of issue of the notice. It may also result in the contractor being excluded from all procurement competitions being undertaken by Centres of Procurement Expertise on behalf of bodies covered by the Northern Ireland Procurement Policy. The authority expressly reserves the right: (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; (iii) to award (a) contract(s) in respect of any part(s) of the (services) covered by this notice; and (iv) to award contract(s) in stages and in no circumstances will the authority be liable for any costs incurred by candidates.

VI.4) Procedures for review

VI.4.1) Review body

The UK does not have any special review body with responsibility for appeal/mediation procedures in public procurement competitions. Instead, any challenges are dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of the PCR2015 as amended.

As above

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 (as amended) 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.