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Tender

South Norfolk Council: Customer Relation Management Software Package

South Norfolk Council

F02: Contract notice

Notice identifier: 2024/S 000-035490

Procurement identifier (OCID): ocids-h6vhtk-0470d3

Published 1 November 2024, 1:59pm

The closing date and time has been changed to:

9 December 2024, 4:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

South Norfolk Council

The Horizon Centre, Broadland Business Park, Peachman Way

Norwich

NR7 OWF

Contact

James Field

Email

procurement@eastsoffolk.gov.uk

Country

United Kingdom

NUTS code

UKH17 - Breckland and South Norfolk

Internet address(es)

Main address

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

Buyer's address

<https://in-tendhost.co.uk/eastsuffolk/asp/Home>

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://in-tendhost.co.uk/eastsuffolk/asp/Home>

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

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

South Norfolk Council: Customer Relation Management Software Package

Reference number

2547-PPT-R

II.1.2) Main CPV code

- 72212100 - Industry specific software development services

II.1.3) Type of contract

Services

II.1.4) Short description

South Norfolk Council and Broadland District Council are offering this opportunity to participate in a competitive procedure with negotiation for a cloud-based customer experience platform. Both councils' delivery plans outline a strategic objective to provide services for residents, businesses and communities that are innovative, efficient and easy to use against a backdrop of reduced funding and tougher economical times. An improved customer offer enabled by digital technology can have a direct impact on our ability to reduce operating costs to serve our customers, absorb growing demand within existing resources and enable greater efficiencies from understanding the end-to-end customer journey whilst enabling customers to interact with us in modern and efficient ways that are convenient to them. East Suffolk Council's Procurement Team is providing procurement support but the Contracting Authority is South Norfolk Council.

II.1.5) Estimated total value

Value excluding VAT: £1,250,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72212100 - Industry specific software development services

II.2.3) Place of performance

NUTS codes

- UKH17 - Breckland and South Norfolk

II.2.4) Description of the procurement

The Councils recognise that customer expectations and demands for seamless, efficient services are increasing, but due to the vast array of services offered by local authorities, this has led to disjointed, siloed customer entry points, reduced ability to extract customer insight, inefficient workflow practices, time delays and multiple hand-offs. These elements combined impact the efficiency and cost of operation, as well as the customer experience and interoperability of our technological architecture. The Councils have set themselves an ambition to improve customer experience and have set out to achieve the following as part of this programme of work: Objectives

- To create easy to access services for all
- To increase first point of contact resolution and keep the customer informed throughout
- To use data and insight to benefit the way we work and our customers
- To improve internal workflows and case management

The Councils are looking to procure a cloud based customer experience platform which would include a customer portal, forms, case management/workflow, integrations and a content management system. We recognise that our platform may / will be made up of more than one technology provided by more than one supplier. We are open to suppliers collaborating in a consortium but prefer to manage the implementation and ongoing relationship through one lead supplier. The Contracting Authority intends to conduct a Competitive procedure with negotiation in accordance with Reg. 29 of the Public Contract Regulations 2015 (as amended) for the procurement of a customer experience platform. East Suffolk Council's Procurement Team is providing procurement support but the Contracting Authority is South Norfolk Council.

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: £1,250,000

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

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

Initial contract period will be five years (60 months). Two optional additional extensions of 1 year each (5+1+1 years)

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3

Maximum number: 5

Objective criteria for choosing the limited number of candidates:

As in the tender documents. Pass/Fail of SQ and Highest score on technical ability and experience.

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

All communications and tenders must be managed through the In-tend e-sourcing Suite. Any communication outside of the In-tend system, without express permission of the Council (or the East Suffolk Procurement Team acting on its behalf), will be immediately rejected.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Minimum level(s) of standards possibly required

Provision of a statement of annual turnover – we reserve the right to exclude any supplier with an annual turnover of below £250k.

III.1.3) Technical and professional ability

Minimum level(s) of standards possibly required

Provision of three examples of relevant technical ability and experience within a public sector client or equivalent

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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: [2024/S 000-018770](#)

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

Originally published as:

Date

2 December 2024

Local time

12:00pm

Changed to:

Date

9 December 2024

Local time

4:00pm

See the [change notice](#).

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

16 December 2024

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Contracting Authority will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into. The Public Contracts Regulations 2015 (SI No 102) provides 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).