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Tender

## **Customer Experience Platform Technologies**

Gedling Borough Council

F02: Contract notice

Notice identifier: 2024/S 000-035788

Procurement identifier (OCID): ocds-h6vhtk-04b403

Published 5 November 2024, 12:34pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Gedling Borough Council

Civic Centre, Arnot Hill Park, Nottingham Road

Arnold, Nottingham

NG5 6LU

#### **Email**

[procurement@bolsover.gov.uk](mailto:procurement@bolsover.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKF1 - Derbyshire and Nottinghamshire

## **Internet address(es)**

Main address

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

## **I.3) Communication**

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

<https://in-tendhost.co.uk/gedling.aspx/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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Customer Experience Platform Technologies

Reference number

GBC/041/2024

#### **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**

Gedling Borough Council is looking for a supplier, or suppliers to provide them with components that will make up a Customer Experience Platform for use across all Council services. There is no CRM in place currently and while the Council does have a website and in house forms solution, both of these existing solutions will be replaced as a result of this work.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

### **II.2) Description**

#### **II.2.1) Title**

Customer Relationship Management System

Lot No

1

## **II.2.2) Additional CPV code(s)**

- 48445000 - Customer Relation Management software package

## **II.2.3) Place of performance**

NUTS codes

- UKF1 - Derbyshire and Nottinghamshire

## **II.2.4) Description of the procurement**

Customer Relationship Management System

## **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

60

This contract is subject to renewal

No

## **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) Description**

### **II.2.1) Title**

Content Management System

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 48445000 - Customer Relation Management software package

### **II.2.3) Place of performance**

NUTS codes

- UKF1 - Derbyshire and Nottinghamshire

### **II.2.4) Description of the procurement**

Content Management System

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

60

This contract is subject to renewal

No

### **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) Description**

### **II.2.1) Title**

Booking Solution

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 48445000 - Customer Relation Management software package

### **II.2.3) Place of performance**

NUTS codes

- UKF1 - Derbyshire and Nottinghamshire

### **II.2.4) Description of the procurement**

Booking Solution

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

60

This contract is subject to renewal

No

#### **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

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### **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

10 December 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

10 December 2024

Local time

12:00pm

Place

The Authority is using the In-tend e-tendering portal to conduct the procurement process ( the e-Tendering Portal ). The e-Tendering Portal can be accessed. <https://in-tendhost.co.uk/gedling.aspx/Home> all communications (including submission of Tenders) should be carried out via the e-Tendering Portal.

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## **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**

Gedling Borough Council

Arnot Hill Park,

Arnold, Nottingham

NG5 6LU

Country

United Kingdom



