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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

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

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

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.

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