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Planning

Residential Digital Front Door Platform

Lancashire County Council

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-036555

Procurement identifier (OCID): ocids-h6vhtk-04b5c2

Published 12 November 2024, 12:14pm

Section I: Contracting authority

I.1) Name and addresses

Lancashire County Council

PO Box 100, County Hall

Preston

PR1 0LD

Contact

James Bennett

Email

digitalprocurement@lancashire.gov.uk

Telephone

+44 1772539970

Country

United Kingdom

Region code

UKD4 - Lancashire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.lancashire.gov.uk/business/tenders-and-procurement/tenders/>

I.3) Communication

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

www.lancashire.gov.uk/isupplier

Additional information can be obtained from 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

Residential Digital Front Door Platform

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Lancashire County Council (LCC) are conducting an early market engagement to understand the solution capabilities of a digital front door platform for Lancashire residents and local businesses.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48445000 - Customer Relation Management software package
- 48500000 - Communication and multimedia software package

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

LCC is investigating the software availability from a single provider/solution to deliver the following strategic ambitions for its residents:

- Easy, seamless experience whether engaging by phone, face to face, social media, AI chat or via a range of resident facing applications and forms.

- Mobile friendly, easy access to advice, information, and support about our services at a time to suit our residents.
- Opportunities to feedback about their digital journey and the design of our resident facing services.
- An automated telephone payment system which allows users to make payments over the phone or online without needing to speak to an agent.
- Receive a consistently effective digital service without having to tell us more than once.
- Ability to capture nondigital interactions where residents have chosen to use nondigital routes.
- Real time access to updates about a service request
- Promotes an inclusive digital service.
- Accessibility is embedded into the fabric of our solution so that residents with additional needs can engage with us digitally.
- Seamless signposting to the wider local government community without having to understand the difference between county, district, or parish level services.
- Ability to communicate in a non-English first language.
- An effective, timely and empathic response to an enquiry or service request
- Assurance that information we hold is safe and secure

II.3) Estimated date of publication of contract notice

3 March 2025

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

The contact person for this RFI is James Bennett, Digital Procurement Manager at Lancashire County Council. Contact details,

- Telephone Number: 01772 539970
- Email Address: digitalprocurement@lancashire.gov.uk

RFI responses should be sent to digitalprocurement@lancashire.gov.uk on, or before, the 6th December 2024.