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Contract

Customer Experience Platform

Mid Ulster District Council

F03: Contract award notice

Notice identifier: 2024/S 000-040464

Procurement identifier (OCID): ocds-h6vhtk-046bbd

Published 16 December 2024, 2:57pm

Section I: Contracting authority

I.1) Name and addresses

Mid Ulster District Council

Dungannon Office Circular Road

Dungannon

BT71 6DT

Contact

tendersmidulstercouncil.org

Email

tenders@midulstercouncil.org

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

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

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council is seeking to procure a customer experience platform solution that: • Supports the delivery of its Digital Transformation Strategy and wider digital agenda across its services. For further information please refer to the Specification Document available within the CFT documents area of E-Tenders NI.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79342320 - Customer-care services
- 72200000 - Software programming and consultancy services
- 72500000 - Computer-related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom
- UKN - Northern Ireland
- UKN0 - Northern Ireland

- UKN0B - Mid Ulster

II.2.4) Description of the procurement

The Council is seeking to procure a customer experience platform solution that: • Supports the delivery of its Digital Transformation Strategy and wider digital agenda across its services. For further information please refer to the Specification Document available within the CFT documents area of E-Tenders NI.

II.2.5) Award criteria

Quality criterion - Name: Qualitative Assessment - System Requirements / Weighting: 10.5

Quality criterion - Name: Technical Requirements / Weighting: 10.5

Quality criterion - Name: Ease of Use low Code Requirements / Weighting: 10.5

Quality criterion - Name: Customer CRM Requirements / Weighting: 10.5

Quality criterion - Name: Implementation / Weighting: 10.5

Quality criterion - Name: Demonstration / Weighting: 17.5

Price - Weighting: 30

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

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-016626](#)

Section V. Award of contract

Contract No

1

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

chief executive

Burn Road

Cookstown

BT80 8DT

Country

United Kingdom