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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](https://tendersmidulstercouncil.org)

#### **Email**

[tenders@midulstercouncil.org](mailto: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

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## **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

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## **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](#)

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## **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)

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

chief executive

Burn Road

Cookstown

BT80 8DT

Country

United Kingdom