

**United Kingdom-Bridgwater: IT services: consulting, software development, Internet and support  
OJ S 10/2018 16/01/2018****Contract notice  
Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Sedgemoor District Council

Postal address: King Square

Town: Bridgwater

NUTS code: UKK23 Somerset

Postal code: TA6 7UN

Country: United Kingdom

Contact person: Dorothy O'Farrell

E-mail: [procurement@sedgemoor.gov.uk](mailto:procurement@sedgemoor.gov.uk)

Telephone: +44 1278435437

**Internet address(es):**Main address: [www.sedgemoor.gov.uk](http://www.sedgemoor.gov.uk).**I.1. Name and addresses**

Official name: Homes in Sedgemoor

Postal address: Bridgwater House, Kings Square,

Town: Bridgwater, Somerset

NUTS code: UKK23 Somerset

Postal code: TA6 3AR

Country: United Kingdom

Contact person: Dorothy O'Farrell

E-mail: [procurement@sedgemoor.gov.uk](mailto:procurement@sedgemoor.gov.uk)

Telephone: +44 1278435437

**Internet address(es):**Main address: [www.sedgemoor.gov.uk](http://www.sedgemoor.gov.uk)**I.2. Information about joint procurement**

The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national procurement law:

The laws of England and Wales prevail.

**I.3. Communication**

Access to the procurement documents is restricted. Further information can be obtained at:

[www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [www.](http://www.supplyingthesouthwest.org.uk)[supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)

Tenders or requests to participate must be submitted to the abovementioned address

#### **I.4. Type of the contracting authority**

Regional or local authority

#### **I.5. Main activity**

General public services

### **Section II: Object**

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

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

Customer Access Transformation Programme – Phase 1 Digital Platform

Reference number: DOF/Transformation - Phase 1

##### **II.1.2. Main CPV code**

72000000 IT services: consulting, software development, Internet and support

##### **II.1.3. Type of contract**

Services

##### **II.1.4. Short description**

Sedgemoor District Council launched a "digital first" approach to Customer Access in October 2015 and is moving forward on a programme of Digital Transformation to:

- Improve the experience for our customers,
- Improve efficiency for the Council,
- Collaborate with other agencies serving our communities,
- Improve decision making on the use of SDC resources.

The Council's vision may require the successful tenderer to undertake further enhancements or modifications to the successful solution and/or provide additional services related to the Council's vision. The solution will also have to extend to other requirements mandated to the sector nationally, regionally or through other legislative or regulatory requirements.

##### **II.1.5. Estimated total value**

Value excluding VAT: 2 000 000,00 GBP

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

This contract is divided into lots: no

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

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

NUTS code: UKK23 Somerset

Main site or place of performance: Bridgwater House, Kings Square, Bridgwater, Somerset TA6 3AR.

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

This tendering process seeks to identify an IS Platform, (being the underlying piece of software that will integrate the various Council's applications and systems), so as to achieve a common look and feel and facilitates a wide range of data entry opportunities, for example, post, email, phone or face-to-face contact with the customer. The Council's vision is to:

- Transform the way that customers access Council services,
- Simplify and improve customers experience,
- Create a common front end user interface for customers,

- Increase efficiencies within the Council,
- Promote greater collaboration with other agencies serving our communities.

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

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

#### **II.2.6. Estimated value**

Value excluding VAT: 2 000 000,00 GBP

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

Duration in months: 60

This contract is subject to renewal: yes

Description of renewals:

The life expectancy of the successful solution is envisaged to be a minimum of 20 years but the duration of relevant contracts will be determined as part of the procurement process.

#### **II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3  
Objective criteria for choosing the limited number of candidates :

As identified in the procurement documents.

#### **II.2.10. Information about variants**

Variants will be accepted: yes

#### **II.2.11. Information about options**

Options: yes

Description of options:

The successful tenderer may be requested to provide additional services and/or implement further phases of the overall Customer Access Transformation Programme, if requested.

#### **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.2.14. Additional information**

It is proposed that the licence agreements shall remain in force unless or until terminated by the giving of notice in writing or if a "termination event" occurs, e.g. insolvency of the licensor.

### **Section III: Legal, economic, financial and technical information**

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#### **III.1. Conditions for participation**

##### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

Please refer to procurement documents.

##### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2. Conditions related to the contract**

#### **III.2.2. Contract performance conditions**

Please refer to procurement documents.

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Competitive dialogue

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

#### **IV.1.4. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### **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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 09/02/2018 Local time: 12:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

Date: 09/03/2018

#### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 31/12/2018

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.3. Additional information**

The Councils Customer Access Transformation Project is designed to support its customers to access Council services in a faster, effective and efficient manner and to transform the Councils business processes to support increased efficiency.

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

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

Official name: Sedgemoor District Council

Postal address: Bridgwater House, King Sqaure

Town: Bridgwater

Postal code: TA6 5AR

Country: United Kingdom

E-mail: [melanie.wellman@sedgemoor.gov.uk](mailto:melanie.wellman@sedgemoor.gov.uk)

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

This Council will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

The Public Contracts Regulations 2015 (SI 2015 No 102) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland) within 30 days of knowledge or constructive knowledge of breach.

**VI.4.4. Service from which information about the review procedure may be obtained**

Official name: Sedgemoor District Council Legal Department

Postal address: King Square, Bridgwater

Town: Somerset

Postal code: TA6 3AR

Country: United Kingdom

E-mail: [melanie.wellman@sedgemoor.gov.uk](mailto:melanie.wellman@sedgemoor.gov.uk)

**VI.5. Date of dispatch of this notice**

12/01/2018