

UK-Bury St Edmunds: Contact management software package

OJ S 36/2013 20/02/2013

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: St Edmundsbury Borough Council
Postal address: West Suffolk House, Western Way
Town: Bury St Edmunds
Postal code: IP33 3YU
Country: United Kingdom
For the attention of: Tony Edwards
E-mail: tony.edwards2@stedsbc.gov.uk
Telephone: +44 1284757251
Fax: +44 1284757206

Internet address(es):

General address of the contracting authority: www.stedmundsbury.gov.uk
Address of the buyer profile: <https://www.suffolksourcing.co.uk>
Electronic access to information: <https://www.suffolksourcing.co.uk>
Electronic submission of tenders and requests to participate: <https://www.suffolksourcing.co.uk>

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

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

I.2. Type of the contracting authority

Regional or local authority

I.3. Main activity

General public services

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: yes

Official name: Forest Heath District Council

Postal address: Forest Heath District Council District Offices, College Heath Road, Suffolk

Town: Mildenhall

Postal code: IP28 7EY

Country: United Kingdom

Section II: Object of the contract

II.1. Description

II.1.1.

Title attributed to the contract by the contracting authority

Implementing channel shift, workflow and application integration solution(s) for St Edmundsbury Borough Council (SEBC) and Forest Heath District Council (FHDC)

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 7: Computer and related services

NUTS code UKH14 Suffolk

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

St Edmundsbury Borough Council (Lead Authority) and Forest Heath District Council (named partner Authority) wishes to invite proposals from suitably experienced software vendors and /or solution providers who wish to be considered for participation in the supply of a technology solution that supports their Customer Access Target Operating Model. The council will not consider a completely bespoke solution for any of the main requirements as they are looking for a solution that employs proven applications.

II.1.6. CPV code(s)

48333000 Contact management software package, 48211000 Platform interconnectivity software package, 48900000 Miscellaneous software package and computer systems, 48445000 Customer Relation Management software package, 79342300 Customer services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

St Edmundsbury Borough Council (Lead Authority) and Forest Heath District Council (named partner Authority) wishes to invite proposals from suitably experienced software vendors and /or solution providers who wish to be considered for participation in the supply of a technology solution that supports their Customer Access Target Operating Model.

The council will not consider a completely bespoke solution for any of the main requirements as they are looking for a solution that employs proven applications.

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: no

II.3. Duration of the contract or time limit for completion

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Standard Terms and Conditions of St Edmundsbury Borough Council.

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

III.2.2. Economic and financial ability

III.2.3. Technical and professional ability

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.1.2. Information about the limits on the number of candidates to be invited

Envisaged minimum number 5: and Maximum number 8

Objective criteria for choosing the limited number of candidates: Most Economically Advantageous Tender (MEAT) as described in the Pre-Qualification Questionnaire document.

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

25.3.2013 - 15:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: St Edmundsbury Borough Council
Postal address: West Suffolk House, Western Way
Town: Bury St Edmunds
Postal code: IP33 3YU
Country: United Kingdom
E-mail: customer.services@stedsbc.gov.uk
Telephone: +44 1284763233

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: This authority will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers. This period allows unsuccessful tenderers to seek further debriefing from the contracting authority before the contract is entered into. Applicants have two working days from notification of the award decision to request additional debriefing and

that information has to be provided a minimum of 3 working days before expiry of the standstill period. Such additional information should be requested from the address in section I.1. If an appeal regarding the award of a contract has not been successfully resolved the Public Contracts Regulations 2006 (SI 2006 No.5) 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). Any such action must be brought promptly (generally within 3 months). Where a contract has not been entered into the court may order the setting aside of the award decision or order the authority to amend any document and may award damages. If the contract has been entered into the court may only award damages.

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

18.2.2013