

**United Kingdom-Gainsborough: IT services: consulting, software development, Internet and support**

OJ S 115/2019 18/06/2019

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: West Lindsey District Council

Postal address: Guildhall, Marshall's Yard

Town: Gainsborough

NUTS code: UKF3 Lincolnshire

Postal code: DN21 2NA

Country: United Kingdom

Contact person: Mr Michael Hunt

E-mail: [Michael.Hunt@lincolnshire.gov.uk](mailto:Michael.Hunt@lincolnshire.gov.uk)

Telephone: +44 1522555321

**Internet address(es):**Main address: <https://www.west-lindsey.gov.uk/>Address of the buyer profile: <https://www.west-lindsey.gov.uk/>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://procontract.due-north.com>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://procontract.due-north.com>**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**

Corporate Enterprise Solution

Reference number: DN404268

**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**

The Council seeks a supply partner or partners to deliver software product(s) which will singly or collectively deliver the concept of a Corporate Enterprise Solution (CES), designed to deliver the full range of operational services across the Council.

The CES will initially have the capability to deliver enhanced CRM and Business support functions in the areas of financial management/procurement, performance management and programme/project management. However, it will also be assessed in its ability to grow to become a full corporate enterprise tool serving many of the remaining back office functions at the Council, including HR/Payroll, asset management, income management and business intelligence. The Council is not simply buying a one off supply of software; it is the intention that the chosen supplier(s) becomes a trusted partner delivering a long term plan of service improvements and a software solution to support significant business change over several years.

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

Value excluding VAT: 5 500 000,00 GBP

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

This contract is divided into lots: yes

Tenders may be submitted for maximum number of lots: 2

Maximum number of lots that may be awarded to one tenderer: 2

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

#### **II.2.1. Title**

Enterprise CRM

Lot No: 1

#### **II.2.2. Additional CPV code(s)**

48445000 Customer Relation Management software package, 72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services, 72226000 System software acceptance testing consultancy services, 72227000 Software integration consultancy services, 72266000 Software consultancy services

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

NUTS code: UKF3 Lincolnshire

Main site or place of performance: The main place or site of performance is the Council Offices (the Guildhall) in Gainsborough and its satellite locations within the district boundaries.

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

The delivery of an Enterprise CRM Solution, which will reduce the complexities of, and enhance the Councils ability to manage customer contact, process requests for services; and deliver those resulting services. It has 2 key delivery elements, encompassing the first 2 outcomes of the wider project. The first is the delivery of an enhanced CRM system that will be used to manage all customer interaction across the Council; and deliver end to end service delivery processes. The scope of the enhanced CRM solution will have the potential to provide capabilities such as customer and transaction management, Omni-channel capabilities, customer self service options, data reporting, knowledgebase, customer engagement methods, artificial intelligence supported enquiries and process automation and workflow capabilities. The product will also need to work in conjunction with other customer management products including the Councils contact centre and website capabilities. The second element is the delivery of professional services to enable the transfer of customer-

facing service transactions into the enhanced CRM system, in entirety where possible, or delivering frontline activities in CRM and providing 2 way integration to retained business systems where needed. The benefits the Council are seeking from the delivery of such enterprise CRM solution are:

- (a) improved access options for customers;
- (b) delivery of a single view of the customer model;
- (c) enhanced first contact resolution, with a right first time response;
- (d) focus on customer- based transactions, as opposed to silo service transactions;
- (e) consistent, simplified, optimised, and digitally enabled processes;
- (f) services that easy to grow and adapt;
- (g) invaluable customer insight and business intelligence;
- (h) supports organisational transformation to a customer-centric organisation.

In addition, the council are also looking for optional services, including but not restricted to performance management capabilities, and would consider the consolidation of this system within the Enterprise CRM solution.

#### **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**

End: 02/02/2030

This contract is subject to renewal: yes

Description of renewals:

The contract will be let for five (5) years with options to extend for a further two (2) periods of two (2) years and a further period of one (1) year making a total period of ten (10) years.

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

Envisaged minimum number: 5Maximum number: 7Objective criteria for choosing the limited number of candidates:

The procurement of this lot is being conducted in 3 stages using Regulation 29 of the Public Contract Regulations 2015 a Competitive Procedure with Negotiation via invitation to tender. Full details on the areas upon which the Council is prepared to negotiate are included in the procurement documents, for optional service elements should the Council at anytime during the life of the contract decide to take up these services the procurement compliance mechanism for doing so shall be Regulation 72.

The objective criteria for choosing candidates is included in the procurement documentation. Please note the Council is seeking indicative costs for all optional services.

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

Variants will be accepted: no

#### **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

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

## **II.2. Description**

### **II.2.1. Title**

Enterprise Business Support  
Lot No: 2

### **II.2.2. Additional CPV code(s)**

48170000 Compliance software package, 48200000 Networking, Internet and intranet software package, 48400000 Business transaction and personal business software package, 72000000 IT services: consulting, software development, Internet and support

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

NUTS code: UKF3 Lincolnshire

Main site or place of performance: The main place or site of performance is the Council Offices (the Guildhall) in Gainsborough and its satellite locations within the district boundaries.

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

The Council has the view that consolidating back office support functions (potentially with our customers-facing service provision), through a corporate enterprise solution, would give significant benefits in the long-term. These benefits would include improved efficiency, service management, working practices, and business intelligence opportunities, as well as modern business support systems which can support our transformational changes. The Council are therefore looking to transfer back office support functions and business applications, into a corporate enterprise solution. Within this lot, the Council are looking to deliver specific business support functions at the start of the contract whilst also assessing any product for fit with its aspirational wider enterprise business support vision. The initial requirement is for a financial management system capable of supporting government legislative and regulatory requirements in financial management and procurement functions. The solution shall include account payable, accounts receivable, general ledger, bank reconciliation, purchasing, invoicing and wider procurement functions, budget planning, budget management and financial reporting capabilities. Any chosen solution will be assessed for its ability to support further business support functions (optional services) in the areas of HR, Payroll, asset management and income management and the ability to provide business intelligence tools. In addition within this lot the Council also seeks optional services, including but not restricted to programme and performance management capabilities.

The benefits of an enterprise business support solution are:

- (a) improved financial management capabilities to support the Councils emerging regeneration, commercial and investment activities;
- (b) ability to join up processes and data across a range of functions easily and simply to support management and employee functions;
- (c) improved service and management intelligence at the fingertips of Council managers;
- (d) enabling data led decision making;
- (e) provides greater ability to deliver business intelligence in the future.

### **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: 3 500 000,00 GBP

### **II.2.7.**

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

End: 02/02/2030

This contract is subject to renewal: yes

Description of renewals:

The contract will be let for five (5) years with options to extend for a further two (2) periods of two (2) years and a further period of one (1) year making a total period of ten (10) years.

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

Envisaged minimum number: 5 Maximum number: 7 Objective criteria for choosing the limited number of candidates:

The procurement of this Lot is being conducted in 3 stages using Regulation 29 of the Public Contract Regulations 2015 a competitive procedure with negotiation via invitation to tender.

Full details on the areas upon which the Council is prepared to negotiate are included in the procurement documents, for optional service elements should the Council at anytime during the life of the contract decide to take up these services the procurement compliance mechanism for doing so shall be Regulation 72

The objective criteria for choosing candidates is included in the procurement documentation please note the Council is seeking indicative costs for all optional services.

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

Variants will be accepted: no

### **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

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

## **Section IV: Procedure**

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

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

Competitive procedure with negotiation

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

#### **IV.1.5. Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

The procurement is covered by the Government Procurement Agreement: yes

### **IV.2. Administrative information**

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

Date: 15/07/2019 Local time: 12:00

#### **IV.2.3.**

**Estimated date of dispatch of invitations to tender or to participate to selected candidates**

Date: 26/07/2019

**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**  
Duration in months: 3 (from the date stated for receipt of tender)

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Lincolnshire County Council

Postal address: Orchard House

Town: Lincoln

Postal code: LN1 1BA

Country: United Kingdom

E-mail: [ProcurementLincolnshire@Lincolnshire.gov.uk](mailto:ProcurementLincolnshire@Lincolnshire.gov.uk)

Internet address: <http://ProcurementLincolnshire@Lincolnshire.gov.uk>

**VI.4.2. Body responsible for mediation procedures**

Official name: Lincolnshire County Council

Town: London

Country: United Kingdom

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

14/06/2019