

United Kingdom-Workington: Software package and information systems

OJ S 169/2019 03/09/2019

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Allerdale Borough Council

Postal address: Finance Dept., Allerdale House

Town: Workington

NUTS code: UKD11 West Cumbria

Postal code: CA14 3YJ

Country: United Kingdom

Contact person: Procurement Team

E-mail: procurement@allerdale.gov.uk

Telephone: +44 1900702521

Internet address(es):Main address: <http://www.allerdale.gov.uk>Address of the buyer profile: <http://www.allerdale.gov.uk>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: www.the-chest.gov.uk

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: www.the-chest.gov.uk**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 Platform

Reference number: DN432919

II.1.2. Main CPV code

48000000 Software package and information systems

II.1.3. Type of contract

Services

II.1.4. Short description

Allerdale Borough Council are looking to procure a low code customer platform comprising of hosted CRM solution with an online and offline customer self-service portal accessed via iOS, android or windows mobile devices and through our website www.allerdale.gov.uk via chrome, safari, edge, internet explorer, firefox browsers.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: UKD11 West Cumbria

II.2.4. Description of the procurement

Allerdale Borough Council are looking to procure a low code customer platform comprising of hosted CRM solution with an online and offline customer self-service portal accessed via iOS, android or windows mobile devices and through our website www.allerdale.gov.uk via chrome, safari, edge, internet explorer, firefox browsers.

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

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

Duration in months: 60

This contract is subject to renewal: no

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

IV.1. Description

IV.1.1. Type of procedure

Open procedure

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

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: 14/10/2019 Local time: 11:00

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

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

English

IV.2.7. Conditions for opening of tenders

Date: 14/10/2019 Local time: 11:00

Section VI: Complementary information

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: Allerdale Borough Council

Postal address: Allerdale House

Town: Workington

Postal code: CA14 3YJ

Country: United Kingdom

E-mail: procurement@allerdale.gov.uk

Telephone: +44 1900702521

VI.5. Date of dispatch of this notice

30/08/2019