

**United Kingdom-Blackburn: IT services: consulting, software development, Internet and support
OJ S 205/2019 23/10/2019****Contract notice
Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Blackburn with Darwen
Postal address: Town Hall, King William Street
Town: Blackburn
NUTS code: UKD41 Blackburn with Darwen
Postal code: BB1 7DY
Country: United Kingdom
Contact person: Peter Hughes
E-mail: peter.hughes@blackburn.gov.uk
Telephone: +44 1254585216

Internet address(es):

Main address: <http://www.blackburn.gov.uk/>
Address of the buyer profile: <http://www.blackburn.gov.uk/>

I.1. Name and addresses

Official name: Blackpool Borough Council
Town: Blackpool
NUTS code: UKD42 Blackpool
Country: United Kingdom
E-mail: customer.first@blackpool.gov.uk

Internet address(es):

Main address: <https://www.blackpool.gov.uk>

I.1. Name and addresses

Official name: Burnley Borough Council
Town: Burnley
NUTS code: UKD4 Lancashire
Country: United Kingdom
E-mail: enquiries@burnley.gov.uk

Internet address(es):

Main address: <https://www.burnley.gov.uk/>

I.1. Name and addresses

Official name: Chorley Borough Council
Town: Chorley
NUTS code: UKD47 Chorley and West Lancashire
Country: United Kingdom
E-mail: choosechorley@chorley.gov.uk

Internet address(es):

Main address: <https://main.chorley.gov.uk/>

I.1. Name and addresses

Official name: Fylde borough Council
Town: Lytham St Annes
NUTS code: UKD44 Lancaster and Wyre
Country: United Kingdom
E-mail: listening@fylde.gov.uk
Internet address(es):
Main address: <https://new.fylde.gov.uk/>

I.1. Name and addresses

Official name: Hyndburn Borough Council
Town: Accrington
NUTS code: UKD46 East Lancashire
Country: Andorra
E-mail: enquiries@hyndburnbc.gov.uk
Internet address(es):
Main address: <https://www.hyndburnbc.gov.uk/>

I.1. Name and addresses

Official name: Lancaster City Council
Town: Lancaster
NUTS code: UKD44 Lancaster and Wyre
Country: United Kingdom
E-mail: customerservices@lancaster.gov.uk
Internet address(es):
Main address: <http://www.lancaster.gov.uk/>

I.1. Name and addresses

Official name: Pendle Borough Council
Town: Nelson
NUTS code: UKD46 East Lancashire
Country: United Kingdom
E-mail: customer.services@pendle.gov.uk
Internet address(es):
Main address: <https://www.pendle.gov.uk/>

I.1. Name and addresses

Official name: Preston City Council
Town: Preston
NUTS code: UKD45 Mid Lancashire
Country: United Kingdom
E-mail: info@preston.gov.uk
Internet address(es):
Main address: <https://www.preston.gov.uk/>

I.1. Name and addresses

Official name: Ribble Valley Borough Council
Town: Clitheroe
NUTS code: UKD46 East Lancashire
Country: United Kingdom
E-mail: webmaster@ribblevalley.gov.uk

Internet address(es):

Main address: <https://www.ribblevalley.gov.uk>

I.1. Name and addresses

Official name: Rossendale Borough Council

Town: Rossendale

NUTS code: UKD45 Mid Lancashire

Country: United Kingdom

E-mail: generalenquiries@rossendalebc.gov.uk

Internet address(es):

Main address: <https://www.rossendale.gov.uk/>

I.1. Name and addresses

Official name: South Ribble Borough Council

Town: Leyland

NUTS code: UKD4 Lancashire

Country: United Kingdom

E-mail: info@southribble.gov.uk

Internet address(es):

Main address: <https://www.southribble.gov.uk/>

I.1. Name and addresses

Official name: West Lancashire District Council

Town: Ormskrik

NUTS code: UKD44 Lancaster and Wyre

Country: United Kingdom

E-mail: customer.services@westlancsdc.gov.uk

Internet address(es):

Main address: <https://www.westlancs.gov.uk>

I.1. Name and addresses

Official name: Wyre Borough Council

Town: Poulton-le-fylde

NUTS code: UKD4 Lancashire

Country: United Kingdom

E-mail: mailroom@wyre.gov.uk

Internet address(es):

Main address: <https://www.wyre.gov.uk>

I.2. Information about joint procurement

The contract involves joint procurement

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.the-chest.org.uk>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.the-chest.org.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

Digital Customer Portal

Reference number: DN442809

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 digital customer platform/CRM will be required to replace our current customer contact portal and become the preferred route for customers contacting and interacting with the Council. The first phase of the project will be to replace and improve 91 integrated and non-integrated forms, replace and improve 23 workflow processes for our Customer Services and Environment Departments. Further phases include replacing and improving 31 forms, PDF's and emails that currently sit outside the existing customer contact portal these will require online forms and automated processes. Although other authorities have been named in this procurement no discussions have been held with them regarding this procurement.

II.1.5. Estimated total value

Value excluding VAT: 20 000 000,00 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: UKD4 Lancashire

II.2.4. Description of the procurement

The digital customer platform/CRM will be required to replace our current customer contact portal and become the preferred route for customers contacting and interacting with the Council. The first phase of the project will be to replace and improve 91 integrated and non-integrated forms, replace and improve 23 workflow processes for our Customer Services and Environment Departments. Further phases include replacing and improving 31 forms, PDF's and emails that currently sit outside the existing customer contact portal these will require online forms and automated processes. Replacing or integration to back office systems is key to the customer on-line experience so that when our customers report problems, request services, pay for services, book services and check progress against services they are using one system and account login. The customer journey and experience is required to be seamless, effective and efficient. The replacement system is required to be easy to use to enable our Business Departments to make local form and process changes so that as a Digital

Authority we can grow and add more on-line services efficiently and effectively. Although other authorities have been named in this procurement no discussions have been held with them regarding this procurement.

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: 120

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

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2019/S 118-289623](#)

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

Date: 18/11/2019 Local time: 08:00

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

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: Blackburn with Darwen Borough Council

Town: Blackburn

Country: United Kingdom

VI.5. Date of dispatch of this notice

18/10/2019