

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

OJ S 240/2020 09/12/2020

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Kent Fire and Rescue Service

Postal address: The Godlands, Straw Mill Hill, Tovil

Town: Maidstone

NUTS code: UK United Kingdom

Postal code: ME15 6XB

Country: United Kingdom

Contact person: Mrs Sally Conquest

E-mail: sally.conquest@kent.fire-uk.org

Telephone: +44 1622692121

Internet address(es):

Main address: <http://www.kent.fire-uk.org/>

Address of the buyer profile: <http://www.kent.fire-uk.org/>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://procontract.due-north.com/Advert/Index?advertId=bdc53cf8-2728-eb11-8105-005056b64545>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://procontract.due-north.com/Advert/Index?advertId=bdc53cf8-2728-eb11-8105-005056b64545>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Public order and safety

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

C19070 — Digital Experience Platform

Reference number: DN510737

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 authority are seeking a supplier to help us build and implement a new Digital Experience Platform (DXP), including a public website, content management system, digital asset management system, and workflow tools.

The intended contract will be for a initial 5-year term, with two potential 12-month extensions. The intended release date for the live tender is 18 January 2021.

As such, the authority is seeking expressions of interest at this stage, with early engagement from the market on our draft requirements.

The draft requirements and contract documentation shall be published to all interested parties w/e 11 December. It should be noted that the authority are not looking to materially change the terms and conditions, nor the content of the requirements, and interested parties should feedback to the authority on any particular concerns regarding the markets general ability to meet any particular elements.

All clarifications and feedback should be provided via www.kentbusinessportal.org messaging facility.

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: UK United Kingdom

II.2.4. Description of the procurement

The authority's current web Content Management System (CMS), used to generate the KFRS public website, does not meet our current requirements. In addition, due to changes in technology since its original procurement, there are now stricter requirements from HM Government for accessibility of information presented on the internet which affects new and existing public sector websites since September 2018 (Public Sector Bodies (Websites and Mobile Applications) (No 2) Accessibility Regulations 2018).

The proposal is therefore to procure a Digital Experience Platform (DXP) which centralises and streamlines a number of currently separate tools and function, providing the flexibility for the authority to adapt to new and emerging technologies.

Scope:

Discovery, user engagement, system design, build and implementation of an open-source DXP, and related development and test environments. The open source DXP will include:

- a unified workflow management (WFM) tool for content production, scheduling and retention and review that integrates with the other components below;
- a headless or headless-hybrid content management system (CMS) able to push content via APIs to a new public-facing website and social media platforms with scope to adapt to new and emerging channels as they become available and viable;
- a new, mobile-friendly, public-facing website at <https://www.kent.fire-uk.org> that meets WCAG 2.1 AA-standard for accessibility, as well as the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 and HM Government Digital Service recommendations for designing for accessibility;
- a GDPR-compliant Digital Asset Management (DAM) system that integrates with the CMS and workflow tools.

Continuous improvement and pro-active supplier engagement throughout the term of the contract to deliver innovation and efficiencies.

User training

Ongoing support and maintenance for the solution.

Out of scope

- intranet site and any related content management tool;
- migration and/or management, or creation of any content/transactions for the new solution, other than those detailed within the requirements;
- a payment platform is not required.

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: yes

Description of renewals:

2 x 12-month optional renewals.

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: no

IV.2. Administrative information

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

Date: 05/02/2021 Local time: 17:00

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.2.6. Minimum time frame during which the tenderer must maintain the tender
Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders
Date: 12/02/2021 Local time: 12:00

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: None
Town: None
Country: United Kingdom

VI.5. Date of dispatch of this notice
04/12/2020