

**CONTRACT FOR THE PROVISION OF A NEW CONTENT MANAGEMENT SYSTEM AND EFORMS
PACKAGE FOR THE LONDON BOROUGH OF REDBRIDGE**

The London Borough of Redbridge ("the Authority") is seeking Tenders from suitably experienced and qualified organisations for the Contract for the Provision of a New Content Management System and Eforms Package for the London Borough of Redbridge ("the Contract").

The Contract is anticipated to commence on 25th April 2016 and shall continue up to conclusion of the project (the "Contract Period").

The Customer Access Programme (CAP) has been initiated to introduce process changes across a number of the Council's services to facilitate channel shift away from Face to Face meetings and telephone calls and encourage citizens to perform transactions online by providing improved online services.

As part of their Tender organisations are required to complete a Minimum Standards Questionnaire containing grounds for mandatory and discretionary exclusion of the organisation from consideration for the Contract, together with information about their economic and financial standing, technical and professional ability and insurance. This information will be assessed by the Authority to establish that organisations are financially viable and technically capable of undertaking the Contract.

Award of the Contract shall be made in accordance with the Evaluation Criteria of Price 70% and Quality 30% as more fully described in the Tender Documents.

Any organisation wishing to submit a Tender for the Contract may obtain the Contract Documents in accordance with the instructions below:

- Register your organisation free of charge at www.londontenders.org;
- Await acceptance: you will receive an e-mail confirming your username and password for the London Tenders Portal;
- Use your username and password to log in to the London Tenders Portal and express your interest in the Contract;
- After you have expressed an interest you will receive an e-mail link to access the Contract Documents;
- Then follow the guidance contained in the Instructions for Submission of a Tender;
- **All submissions must be made via the London Tenders Portal.**

TENDERS ARE REQUIRED TO BE SUBMITTED VIA THE LONDON TENDERS PORTAL IN ACCORDANCE WITH THE INSTRUCTIONS FOR SUBMISSION OF A TENDER BY NO LATER THAN 05:00PM (17:00 HOURS) ON THURSDAY 7TH APRIL 2016.