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Tender

Customer Relationship Management (CRM) System

Torbay Council

F02: Contract notice

Notice identifier: 2021/S 000-000228

Procurement identifier (OCID): ocds-h6vhtk-02882a

Published 6 January 2021, 7:02pm

Section I: Contracting authority

I.1) Name and addresses

Torbay Council

Town Hall, Castle Circus

Torquay

TQ1 3DR

Contact

Mr Adam Harmer

Email

procurement.team@torbay.gov.uk

Telephone

+44 1803208514

Country

United Kingdom

NUTS code

UKK4 - Devon

Internet address(es)

Main address

<http://www.torbay.gov.uk/>

Buyer's address

<http://www.torbay.gov.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.duenorth.com/Advert/Index?advertId=447e63f2-4750-eb11-8106-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.duenorth.com/Advert/Index?advertId=447e63f2-4750-eb11-8106-005056b64545>

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 Relationship Management (CRM) System

Reference number

DN518794

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Torbay Council is intending to enter into an agreement with a provider for the supply, implementation and licensing of an improved customer relationship management (CRM) system.

Access to Documents:

In order to provide unrestricted, full, direct and free of charge access to the Tender Documents the Authority is providing the Documents in PDF format in the Opportunities Area of the ProContract e-Tendering portal at www.supplyingthesouthwest.org.uk

In order to access amendable versions of the Documents and to submit a response Applicants must be registered as Suppliers on ProContract. Applicants should then express an interest in the opportunity and download the Word and Excel format Documents for completion and submission.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72212445 - Customer Relation Management software development services

II.2.3) Place of performance

NUTS codes

- UKK4 - Devon

II.2.4) Description of the procurement

Torbay Council is intending to enter into an agreement with a provider for the supply, implementation and licensing of an improved customer relationship management (CRM) system.

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II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

This Contract will be awarded for an initial period of 48 months with the option of a maximum of two further 24 month extensions.

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

Maximum number: 5

Objective criteria for choosing the limited number of candidates:

The objective criteria are set out in Part 1 Information and Part 3 Selection Questionnaire of the tender documents.

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

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Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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: [2020/S 167-405977](#)

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

Date

5 February 2021

Local time

12:00pm

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: Yes

Estimated timing for further notices to be published: This Contract will be awarded for an initial period of 48 months with the option of a maximum of two further 24 month extensions.

VI.4) Procedures for review

VI.4.1) Review body

Legal Services, Torbay Council

Town Hall, Castle Circus

Torquay

TQ1 3DR

Country

United Kingdom