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Tender

## **Customer Relationship Management (CRM) System**

Torbay Council

F02: Contract notice

Notice identifier: 2021/S 000-000228

Procurement identifier (OCID): ocids-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](mailto: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

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## **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](http://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**

Access to Documents:

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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

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## **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