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Contract

Customer Relationship and Case Management (CRCM) Solution

The Riverside Group Ltd

F03: Contract award notice

Notice identifier: 2024/S 000-001066

Procurement identifier (OCID): ocds-h6vhtk-03d5c0

Published 12 January 2024, 10:50am

Section I: Contracting authority

I.1) Name and addresses

The Riverside Group Ltd

2 Estuary Boulevard, Estuary Commerce Park

Liverpool

L24 8RF

Contact

Laura Wood

Email

procurement@riverside.org.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.riverside.org.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Relationship and Case Management (CRCM) Solution

Reference number

BS/0006

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Riverside Group (TRG) are seeking to procure a strategic Customer Relationship and

Case Management (CRCM) solution for use in effectively supporting operational delivery of care and support to customers nationwide. The procurement documentation provides details concerning:

- The aims, objectives and expected benefits associated with the CRCM solution
- The current state systems landscape in Riverside Care and Support (RCS)
- A high-level target CRCM solution vision which includes:
 - o Capabilities and processes it is expected that the CRCM solution will enable – see Document B: Appendix 1 Capability and Process Lifecycle
 - o A comprehensive set of functional and non-functional requirements to include details of target CRCM solution users – see Document B: Appendix 2

Please see the procurement documentation available at <https://in-tendhost.co.uk/theriversidegroup/aspx/Home>

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,500,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48445000 - Customer Relation Management software package
- 72261000 - Software support services
- 72263000 - Software implementation services
- 72265000 - Software configuration services
- 48440000 - Financial analysis and accounting software package
- 72267000 - Software maintenance and repair services
- 48400000 - Business transaction and personal business software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Riverside Group (TRG) are seeking to procure a strategic Customer Relationship and Case Management (CRCM) solution for use in effectively supporting operational delivery of care and support to customers nationwide. The procurement documentation provides details concerning:

- The aims, objectives and expected benefits associated with the CRCM solution
- The current state systems landscape in Riverside Care and Support (RCS)
- A high-level target CRCM solution vision which includes:
 - o Capabilities and processes it is expected that the CRCM solution will enable – see Document B: Appendix 1 Capability and Process Lifecycle
 - o A comprehensive set of functional and non-functional requirements to include details of target CRCM solution users – see Document B: Appendix 2

Please the procurement documentation available at <https://in-tendhost.co.uk/theriversidegroup/aspx/Home>

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-016699](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 January 2024

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Homeless Link

EC3N 1BJ

Minories House, 2-5 Minories, London, England

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04313826

Internet address

<https://homeless.org.uk/>

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £1,500,000

Total value of the contract/lot: £1,503,383

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Royal Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom