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Tender

Salesforce Customer Relationship Management (CRM) Solution Delivery Partner

Stonewater Limited

F02: Contract notice

Notice identifier: 2025/S 000-001107

Procurement identifier (OCID): ocids-h6vhtk-04cfb7

Published 13 January 2025, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

Stonewater Limited

Suite C, Lancaster House, Enderby Road

Leicester

LE8 6EP

Email

andrew.russell@stonewater.org

Telephone

+44 7387024336

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.stonewater.org/>

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-Leicester:-Software-programming-and-consultancy-services./KQ6C9EWJ3V>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Salesforce Customer Relationship Management (CRM) Solution Delivery Partner

Reference number

00502-CS

II.1.2) Main CPV code

- 72200000 - Software programming and consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Stonewater is pleased to invite interested and qualified suppliers to participate in a competitive process to deliver Salesforce's Customer Relationship Management (CRM) solution, hereafter referred to as 'The Tender'.

The implementation of the chosen CRM solution is part of Stonewater's journey towards achieving a number of key business objectives:

- Transforming Customer Service: Enhancing the way we deliver customer service at Stonewater, ensuring a more streamlined, responsive and customer-focused experience.
- Eliminating Legacy System Constraints: Addressing the limitations of our current legacy systems by implementing a modern solution that overcomes inefficiencies and operational roadblocks.
- Enhancing Agility: Increasing organisational agility through a platform that supports an ecosystem of apps and flexible bolt-on features, allowing for easier adaptation to future needs and technological advancements.

II.1.5) Estimated total value

Value excluding VAT: £1,200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

Open Procedure: The Open Procedure is a single-stage, competitive and transparent procurement method where all interested suppliers are invited to submit their tenders. This approach ensures that every eligible supplier has the opportunity to participate and be considered for inclusion.

Process Description:

1.Invitation to Tender: All potential suppliers are invited to submit their tenders in response to this procurement notice. The invitation will detail the requirements, scope of work, and specific criteria for how each bid will be assessed and scored.

2.Submission of Tenders: Suppliers must submit their tenders by the specified deadline. Submissions should include both their written technical responses and financial proposals, addressing the key requirements of the project.

3.Evaluation:

oQualitative Evaluation: This will be assessed in two stages:

(a) Bidders will provide written responses to the questions included in Document 3 – Questions. The evaluation will assess the quality, expertise, and suitability of each supplier's proposed approach and experience in delivering the required solution. It will also review their ability to support change management across Stonewater, as well as other aspects, such as their approach to delivering social value and sustainability initiatives.

Answers will be completed on Stonewater's e-tendering portal, with Document 3 being used for guidance only.

(b) The three highest placed bidders, following the conclusion of the evaluation of the written responses and commercial submissions, will be invited for a final stage interview. All information, including the questions that will be posed to bidders in this section can be found in Document 5 – Supplier Interview Questions.

oQuantitative Evaluation: This will focus on the total price submitted by each bidder. Pricing will be assessed on a time and materials basis, using a pre-written submission document to ensure alignment with Stonewater’s target cost for the project and the associated budgetary constraints.

4.Appointment to Contract: It is Stonewater’s intention to appoint one supplier for the delivery of this project, based on the outcome of this tender exercise.

5.Contract Award: The successful bidder will be notified and formally appointed under contract, subject to negotiation and all checks and approvals being successfully achieved. Unsuccessful suppliers will be informed of the decision and will be provided with feedback on why they were unsuccessful.

6.Contract Management: Following appointment, the successful bidder will be expected to adhere to the terms of the contract and deliver the required services as outlined.

II.2.5) Award criteria

Quality criterion - Name: Responses to Written Technical Questions / Weighting: 40

Quality criterion - Name: Interviews / Weighting: 20

Cost criterion - Name: Commercial Proposal / Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £1,000,000

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

Duration in months

24

This contract is subject to renewal

No

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

To respond to this opportunity please click here: <https://www.delta-sourcing.com/respond/KQ6C9EWJ3V>

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

Date

12 February 2025

Local time

5:00pm

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

Tender must be valid until: 12 August 2025

IV.2.7) Conditions for opening of tenders

Date

13 February 2025

Local time

9:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Leicester:-Software-programming-and-consultancy-services./KQ6C9EWJ3V>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/KQ6C9EWJ3V>

GO Reference: GO-2025113-PRO-29113275

VI.4) Procedures for review

VI.4.1) Review body

Stonewater Limited

Suite C, Lancaster House, Enderby Road

Leicester

LE8 6EP

Email

andrew.russell@stonewater.org

Telephone

+44 7387024336

Country

United Kingdom

Internet address

<https://www.stonewater.org>

VI.4.2) Body responsible for mediation procedures

Stonewater Limited

Grange Business Park, Enderby Road

Leicester

LE8 6EP

Email

andrew.russell@stonewater.org

Telephone

+44 7387024336

Country

United Kingdom

Internet address

<https://www.stonewater.org>

VI.4.4) Service from which information about the review procedure may be obtained

Stonewater Limited

Grange Business Park, Enderby Road

Leicester

LE8 6EP

Email

andrew.russell@stonewater.org

Telephone

+44 7387024336

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