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Contract

CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM AND SUPPORTING TECHNOLOGIES

The Royal Borough of Kensington & Chelsea

F03: Contract award notice

Notice identifier: 2024/S 000-001704

Procurement identifier (OCID): ocids-h6vhtk-042e1f

Published 18 January 2024, 10:36am

Section I: Contracting authority

I.1) Name and addresses

The Royal Borough of Kensington & Chelsea

Town Hall, 8 Hornton Street

London

WX8 7NX

Email

lauren.wheatcroft@rbkc.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.rbkc.gov.uk

Buyer's address

www.rbkc.gov.uk/business-and-enterprise/business-opportunities-and-procurement/procurement-borough

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 AND SUPPORTING TECHNOLOGIES

Reference number

prj_RBKC_22386

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The Royal Borough of Kensington & Chelsea (RBKC) has awarded a call of contract to 1 sole contractor for the delivery of a System Integration Service for the RBKC Customer Relationship Management (CRM) Solution. The contract was procured via the CCS G-Cloud 13 Framework Agreement reference RM1557.13.

II.1.6) Information about lots

This contract is divided into lots: No

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

Lowest offer: £2,660,000 / Highest offer: £3,400,000 taken into consideration

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The objective is for the contractor to deliver an implementation design service that will enable RBKC to refactor the existing MS Dynamics estate/Customer Relationship Management (CRM) platform. The contractor will provide a solution design for the augmentation and scaling of the CRM platform, and capabilities that will improve the resident and contact centre experience in line with RBKCs co-designed Service Standards. This will result in the delivery of a corporate asset in the form of an overarching RBKC proprietary CRM platform/capability, comprised of a number of componentised reusable assets, such as accelerators and data orchestration solutions. The platform and componentised assets will be handed off to RBKC with an operating model for ongoing Application Management. This will result in the effective implementation of CRM and supporting technologies that will allow the Council to improve its digital contact channels, and allow for the automation of back-office processes with the view towards improving the experience for anyone that interacts with the Council.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60.00

Quality criterion - Name: Social Value / Weighting: 10.00

Price - Weighting: 30.00

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

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The contract was procured via the Crown Commercial Services G-Cloud 13 framework. The total call off contract value is above the current FTS threshold for services.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

1

Lot No

1

Title

CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM AND SUPPORTING TECHNOLOGIES

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 January 2024

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

Hitachi Solutions Europe Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £2,660,000 / Highest offer: £3,400,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

London

Country

United Kingdom