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Planning

Lincolnshire Fire & Rescue CRM system

Lincolnshire County Council

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-001737

Procurement identifier (OCID): ocds-h6vhtk-04d450

Published 17 January 2025, 2:46pm

Section I: Contracting authority

I.1) Name and addresses

Lincolnshire County Council

County Offices, Newland

Lincoln

LN1 1YL

Contact

Mrs Emma Golds

Email

emma.golds@lincolnshire.gov.uk

Telephone

+44 1522552222

Country

United Kingdom

Region code

UKF3 - Lincolnshire

Internet address(es)

Main address

<https://www.lincolnshire.gov.uk>

Buyer's address

<https://www.lincolnshire.gov.uk>

I.3) Communication

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

<https://procontract.due-north.com/Advert/Index?advertId=c088d2bc-24cc-ef11-8133-005056b64545>

Additional information can be obtained from the above-mentioned address

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

Lincolnshire Fire & Rescue CRM system

Reference number

DN757532

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

This PIN initiates pre-market engagement activity; this exercise is to gain a further understanding of the market, the likely interest and to inform our specification and commercial arrangement.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72212330 - Scheduling and productivity software development services

II.2.3) Place of performance

NUTS codes

- UKF3 - Lincolnshire

II.2.4) Description of the procurement

The Supplier shall provide a cloud hosted Software as a Service ('the System') that offers the following functionalities:

- Mobile Working
- Training Mode / System
- Mandatory field control
- User Friendly
- Enhanced Reporting Capabilities

- Dashboard customisation
- Single screen customisation
- Customisable Columns
- Predefined Templates

The supplier shall ensure that the product seamlessly connects with the existing M365 tools. The supplier shall also ensure that API functionality is available upon request to be able to link with other systems which may be required. The API will need flexibility in push and pull commands to allow us the ability in the future to enhance our systems and break down those silo processes.

The System shall make processes more efficient by ensuring automation and reduce wasted time. Including template creation enabling users to efficiently create letters with seamlessly. Provides automation within process flows to be able to automatically create jobs, emails from the system.

The system will need to be accessed and used remotely, with a variety of teams requiring access. The system will hold proformas, with data required to be entered whilst delivering activities, e.g. in people's homes or at commercial premises. An on or off-line functionality will be required, with the facility to store information and unloading to the system automatically.

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

This contract is subject to renewal

Yes

Description of renewals

The Council is considering awarding a contract of 4 years however, the design of both the initial period and any extension period(s) have not yet been determined.

II.3) Estimated date of publication of contract notice

17 February 2025

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes