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Contract

Project 3730 - The Consumer Council - Implementation of a Complaints Handling Database

The Consumer Council

F20: Modification notice

Notice identifier: 2022/S 000-001808

Procurement identifier (OCID): ocids-h6vhtk-030741

Published 21 January 2022, 10:04am

Section I: Contracting authority/entity

I.1) Name and addresses

The Consumer Council

Floor 3, Seatem House, 28-32 Alfred Street

BELFAST

BT2 8EN

Email

SSDAdmin.CPD@finance-ni.gov.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Project 3730 - The Consumer Council - Implementation of a Complaints Handling Database

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement at the time of conclusion of the contract:

The Consumer Council have a contract with Entegraty for 14 licenses to Sage CRM and for maintenance and support.

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

Duration in months

60

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.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2022/S 000-000172](#)

Section V. Award of contract/concession

Contract No

1

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

1 April 2011

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Integraty Rainbird Solutions

Unit 4 Sundial Court

Surbiton

Email

SSDAdmin.CPD@finance-ni.gov.uk

Country

United Kingdom

NUTS code

- UKN - Northern Ireland

Internet address

www.finance-ni.gov.uk

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £45,550

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The UK does not have any special review body with responsibility for appeal/mediation procedures in public procurement competitions. Instead; any challenges are dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of the PCR 2015.

United Kingdom

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Public Contract Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). The authority incorporated a standstill period before the contract period was awarded. The standstill period was a minimum of 10 calendar days.

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

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

VII.1.3) Place of performance

NUTS code

- UKN - Northern Ireland

VII.1.4) Description of the procurement:

The Consumer Council have a contract with Entegraty for 14 licenses to Sage CRM and for maintenance and support.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

150

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£149,529.09

VII.1.7) Name and address of the contractor/concessionaire

Entegraty Rainbird Solutions

Unit 4 Sundial Court

Surbiton

Email

SSDAdmin.CPD@finance-ni.gov.uk

Country

United Kingdom

NUTS code

- UKN - Northern Ireland

Internet address

www.finance-ni.gov.uk

The contractor/concessionaire is an SME

Yes

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

This modification is to extend the maximum end date of this contract to 30 September 2023.

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

To ensure continuity of service to the Consumer Council for their critical business functions whilst the requirement is retendered, it is permissible to rely on regulation 72(1)(b) - additional works, services or supplies "have become necessary" and were not included in the initial procurement and a change of supplier would not be practicable (for economic, technical or interoperability reasons) and would involve substantial inconvenience/duplication of costs.

The total value of this modification is £9907.72

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £139,621.37

Total contract value after the modifications

Value excluding VAT: £149,529.09

