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Tender

Supply, Implementation of a Customer Relationship Management Solution

Dover District Council

F02: Contract notice

Notice identifier: 2025/S 000-001913

Procurement identifier (OCID): ocds-h6vhtk-04d4c4

Published 20 January 2025, 3:55pm

Section I: Contracting authority

I.1) Name and addresses

Dover District Council

Council Offices, White Cliffs Business Park

Whitfield, Dover

CT16 3PJ

Contact

Mr Dean Coulls

Email

dean.coulls@dover.gov.uk

Telephone

+44 7701294353

Country

United Kingdom

Region code

UKJ4 - Kent

Internet address(es)

Main address

<http://www.dover.gov.uk/>

Buyer's address

<http://www.kentbusinessportal.org.uk>

I.3) Communication

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

<http://www.kentbusinessportal.org.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://www.kentbusinessportal.org.uk>

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

Supply, Implementation of a Customer Relationship Management Solution

Reference number

DN759736

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Dover District Council (“the Council”) wishes to select and appoint a suitable Provider for the supply, implementation and maintenance of a Customer Relationship Management solution and invites prospective Providers to submit a Tender to meet the Council’s requirements.

The Contract is anticipated to commence June 25 and will continue for a period of three years.

Tender returns are to be completed and submitted electronically via the Kent Business Portal by no later than 12:00pm on 4th March 2025.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ4 - Kent

II.2.4) Description of the procurement

Dover District Council (“the Council”) wishes to select and appoint a suitable Provider for the supply, implementation and maintenance of a Customer Relationship Management solution and invites prospective Providers to submit a Tender to meet the Council’s requirements.

The Contract is anticipated to commence June 25 and will continue for a period of three years.

Tender returns are to be completed and submitted electronically via the Kent Business Portal by no later than 12:00pm on 4th March 2025.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Provision to extend for a further two years (in twelve monthly increments) unless terminated in accordance with the Conditions of the Contract.

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

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: Yes

IV.2) Administrative information

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

Date

4 March 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

4 March 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Strand

London

WC2A 2LL

Country

United Kingdom