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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](mailto: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

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**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

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## **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

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## **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