This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/001913-2025">https://www.find-tender.service.gov.uk/Notice/001913-2025</a>

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**