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Contract

BTA1302 - CRM

British Tourist Authority

F03: Contract award notice

Notice identifier: 2021/S 000-002047

Procurement identifier (OCID): ocds-h6vhtk-028f55

Published 2 February 2021, 12:32pm

Section I: Contracting authority

I.1) Name and addresses

British Tourist Authority

visitbritain.org, 1 Victoria Street, Westminster

London

SW1W 9SZ

Contact

Darsej Gjakiu

Email

darsej.gjakiu@visitbritain.org

Telephone

+44 20757811266

Country

United Kingdom

NUTS code

UKI - LONDON

Internet address(es)

Main address

www.visitbritain.org

Buyer's address

www.VISITENGLAND.COM

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Recreation, culture and religion

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

BTA1302 - CRM

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.1.4) Short description

For the provision of a organisation wide Customer Relationship Management software.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £500,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - LONDON

Main site or place of performance

LONDON

II.2.4) Description of the procurement

For the provision of a organisation wide Customer Relationship Management software.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80%

Cost criterion - Name: Cost / Weighting: 20

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 132-325227](#)

Section V. Award of contract

Contract No

BTA1302

Title

CCS G Cloud 11 - BTA1302- CRM

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 December 2020

V.2.2) Information about tenders

Number of tenders received: 27

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

V.2.3) Name and address of the contractor

Brightwire Technology Services Limited

15 Queen Street,

Edinburgh

EH2 1JE

Country

United Kingdom

NUTS code

- UKI - LONDON

National registration number

SC301621

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £500,000

Total value of the contract/lot: £500,000

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=566114735>

GO Reference: GO-202122-PRO-17731698

VI.4) Procedures for review

VI.4.1) Review body

British Tourist Authority

visitbritain.org

London

SW1W 9SZ

Email

darsej.gjakiu@visitbritain.org

Country

United Kingdom

Internet address

www.visitbritain.org