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Contract

DfE Consumer Council - Provision, Implementation, Configuration and Support of a Customer Relationship Management System

DfE - The Consumer Council

F03: Contract award notice

Notice identifier: 2023/S 000-002388

Procurement identifier (OCID): ocds-h6vhtk-038767

Published 26 January 2023, 11:23am

Section I: Contracting authority

I.1) Name and addresses

DfE - The Consumer Council

Floor 3, Seatem House, 28-32 Alfred Street,

BELFAST

BT2 8EN

Contact

SSDAdmin.CPDfinance-ni.gov.uk

Email

SSDAdmin.cpd@finance-ni.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

DfE Consumer Council - Provision, Implementation, Configuration and Support of a Customer Relationship Management System

Reference number

ID 4567825

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

The Consumer Council wishes to implement a new Complaints Relationship Management (CRM) System. The Contractor will be required to provide a solution that meets the needs of the organisation in order to manage its statutory complaints function. The Client will also require on-going maintenance, support services and user licences. The aim is to procure, install and migrate to a CRM solution that provides a robust and flexible complaints management system that will support the effective and efficient management of user information. The Client is therefore seeking to appoint a Contractor to deliver, implement, support and maintain a new complaints management system and provide customisation as required.

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: £156,482.40

II.2) Description

II.2.2) Additional CPV code(s)

- 72200000 - Software programming and consultancy services
- 72230000 - Custom software development services
- 72232000 - Development of transaction processing and custom software
- 72250000 - System and support services
- 72253000 - Helpdesk and support services
- 72260000 - Software-related services
- 72300000 - Data services
- 72310000 - Data-processing services
- 72311100 - Data conversion services
- 72312100 - Data preparation services
- 72314000 - Data collection and collation services

- 72316000 - Data analysis services
- 72317000 - Data storage services
- 72313000 - Data capture services
- 72320000 - Database services

II.2.3) Place of performance

NUTS codes

- UKN0 - Northern Ireland

II.2.4) Description of the procurement

The Consumer Council wishes to implement a new Complaints Relationship Management (CRM) System. The Contractor will be required to provide a solution that meets the needs of the organisation in order to manage its statutory complaints function. The Client will also require on-going maintenance, support services and user licences. The aim is to procure, install and migrate to a CRM solution that provides a robust and flexible complaints management system that will support the effective and efficient management of user information. The Client is therefore seeking to appoint a Contractor to deliver, implement, support and maintain a new complaints management system and provide customisation as required.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Cost / Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

After the initial contract period of 3 years, there will be options to extend the contract for further 2 years consisting of two periods of 1 year each. 3yr initial, + 1yr optional + 1yr optional

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-033122](#)

Section V. Award of contract

Contract No

1

Title

Contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 January 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

ENDEAVOUR INFORMATION SOLUTIONS

14-18 Great Victoria Street

Belfast

BT2 7BA

Email

blaithin@endeavour-is.com

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

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

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: £134,400

Total value of the contract/lot: £156,482.40

Section VI. Complementary information

VI.3) Additional information

The successful contractor's performance on the contract will be regularly monitored.. Contractors not delivering.. on contract.. requirements is a serious matter. It means the public purse is not getting what it is paying for. If a contractor fails to reach satisfactory.. levels of contract performance they will be given a specified time to improve. If after the specified. time, they still fail to reach satisfactory.. levels of contract performance, the matter will be escalated to senior management in CPD for. further action. If this occurs and their.. performance still does not improve to satisfactory levels within the specified period, it may be regarded as an act of grave.. professional.. misconduct and they may be issued with a Notice of Unsatisfactory Performance and the contract may be terminated. The issue of a.. Notice of Unsatisfactory Performance will result in the contractor being excluded from all. procurement competitions being undertaken.. by Centres of Procurement Expertise on behalf of bodies covered by the Northern Ireland. Procurement Policy for a period. of. twelve.. months from the date of issue of the Notice. This contract will not be awarded in Lots as a single supplier is required.

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 PCR2015 as amended

United Kingdom

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

CPD comply with the Public Contracts Regulations 2015 (as amended) and.. where appropriate, will incorporate a standstill period (i.e. a minimum of 10 calendar days) at the point information on the award of.. contract is communicated to tenderers. That notification will provide full information on the award decision. This provides time for the.. unsuccessful tenderers to challenge the award decision before the contract is entered into