

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/002388-2023>

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](mailto: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](mailto: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