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Tender

Connect to Work Programme - CRM Software as a Service

The Mayor and Commonalty and Citizens of the City of London

F02: Contract notice

Notice identifier: 2025/S 000-002395

Procurement identifier (OCID): ocds-h6vhtk-04d5c4

Published 23 January 2025, 2:45pm

Section I: Contracting authority

I.1) Name and addresses

The Mayor and Commonalty and Citizens of the City of London

City of London Corporation, Guildhall, PO Box 270

London

EC2P 2EJ

Email

loredana.sandu@cityoflondon.gov.uk

Telephone

+44 2076063030

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://www.cityoflondon.gov.uk>

Buyer's address

<https://cityoflondon.ukp.app.jaggaer.com>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://cityoflondon.ukp.app.jaggaer.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://cityoflondon.ukp.app.jaggaer.com>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Connect to Work Programme - CRM Software as a Service

Reference number

prj_12

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

The City of London Corporation is looking to establish an agreement for the provision of a CRM Software as a Service (SaaS) as part of the Department for Work and Pensions Connect to Work Programme.

The duration of the contract is 5 years only.

II.1.5) Estimated total value

Value excluding VAT: £500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

- 48510000 - Communication software package
- 72212445 - Customer Relation Management software development services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The Department for Work and Pensions (DWP) is launching Connect to Work programme (formerly known as Universal Support), an employment programme aimed at assisting disabled individuals and unemployed people with complex needs in securing employment.

Central London Forward (CLF), hosted by the City of London Corporation, has been appointed as the accountable body for the Connect to Work programme in central London.

CLF is a strategic sub-regional partnership encompassing the local authorities of: Camden Council, City of London Corporation, Hackney Council, Haringey Council, Islington Council, Royal Borough of Kensington and Chelsea, Lambeth Council, Lewisham Council, Southwark Council, Tower Hamlets Council, Wandsworth Council, Westminster City Council.

To effectively manage contract delivery in line with DWP requirements, there is a need for a Customer Relationship Management (CRM) System to be shared with all delivery partners. The system must capture the end-to-end customer journey and meet all Management Information (MI) requirements as outlined in the Grant Guidance.

The duration of the agreement is 5 years only.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £500,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

60

This contract is subject to renewal

No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

24 February 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

24 February 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

This tendering exercise is being undertaken using the electronic tendering system <https://cityoflondon.ukp.app.jaggaer.com>. Suppliers will need to register an interest on the system in order to participate and registration is free.

Participants should register as a supplier on the portal using the aforementioned URL/link (if not already), then search for the opportunity titled using the Reference number stated below. The estimated total value of the contract is stated in sections II.1.5) and II.2.6) of this notice and is exclusive of VAT and for the entire duration together with all potential future needs as described within the tender documents.

The procurement is being run as a one stage process under the open procedure and therefore, if your organisation would like to participate in this tender exercise, it can do so by completing and returning the Qualification Envelope and the Invitation To Tender (ITT) questionnaire which can be found on the City's e-procurement portal at: www.capitalesourcing.com with the Reference number: prj_12 or itt_9.

Organisations must submit their completed Qualification Envelope and Invitation to Tender (ITT) questionnaire together with any supporting documents, via the system by the return deadline in order to participate and registration is free. Qualification envelopes and Invitation to Tender (ITT) questionnaires cannot be uploaded after the return deadline.

The contracting authority will not be held accountable for any errors made by an organisation in submitting their applicable Qualification Envelopes and Invitation to Tender (ITT) questionnaires. The contracting authority reserves the right at any time to vary the timescales in this notice, cease the procurement process and not award the agreement or to

award only part of the opportunity described in this notice. If the contracting authority takes up any of these rights then it will not be responsible for, or pay the expenses or losses, which may be incurred by any candidate or tenderer as a result. Economic operators are solely responsible for their costs and expenses incurred in connection with the preparation of their tender submissions and all stages throughout the procurement. Under no circumstances will the contracting authority be liable for costs or expense borne by the economic operators.

The procurement process that will apply to the requirement is specified in the procurement documents accordingly.

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

High Court of England and Wales

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

High Court of England and Wales

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom