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Contract

Customer Relationship Management (CRM) Programme – System Implementation and Support Partner

English Heritage Trust

F03: Contract award notice

Notice identifier: 2022/S 000-002691

Procurement identifier (OCID): ocids-h6vhtk-02c347

Published 31 January 2022, 2:44pm

Section I: Contracting authority

I.1) Name and addresses

English Heritage Trust

Engine House, Fire Fly Avenue, Swindon, Wiltshire SN2 2EH

Swindon

Email

kevin.churchill@english-heritage.org.uk

Country

United Kingdom

NUTS code

UKK14 - Swindon

Internet address(es)

Main address

<https://in-tendhost.co.uk/english-heritage.aspx/Home>

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

Customer Relationship Management (CRM) Programme – System Implementation and Support Partner

Reference number

P/REF EH 00001706

II.1.2) Main CPV code

- 72212445 - Customer Relation Management software development services

II.1.3) Type of contract

Services

II.1.4) Short description

An Implementation and Support Partner is needed to assist English Heritage in its delivery of a new Customer Relationship Management (CRM) application and associated technologies. English Heritage is undertaking this procurement in accordance with the Public Contracts Regulations 2015 (as amended) and will use the Competitive Dialogue (CD) award procedure. Details of this process can be found in the EHTX Descriptive Document - CRM Competative Dialogue which has been uploaded for this opportunity.

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: £2,500,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72212445 - Customer Relation Management software development services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Suppliers interested in this opportunity should register at <https://in-tendhost.co.uk/english-heritage/asp/Home> in order to express interest and download documentation.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

Initial contract term to be 5 years with the option of a further 5 year extension.

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

Competitive dialogue

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: [2021/S 000-015316](#)

Section V. Award of contract

Lot No

1

Title

Customer Relationship Management (CRM) Programme – System Implementation and Support Partner

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 January 2022

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

CloudThing

Seven House 18 High Street, Northfield, Birmingham, England, B31 2UQ

Birmingham

Country

United Kingdom

NUTS code

- UKG31 - Birmingham

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £2,500,000

Total value of the contract/lot: £2,277,187.85

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Historic England

sn22eh

london

Email

Procurement@historicengland.org.uk

Country

United Kingdom

Internet address

<https://historicengland.org.uk>