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Contract

## **Social Media and Customer Relationship Management Solution**

The Police and Crime Commissioner for Sussex

F03: Contract award notice

Notice identifier: 2022/S 000-003572

Procurement identifier (OCID): ocids-h6vhtk-03148f

Published 8 February 2022, 1:24pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

The Police and Crime Commissioner for Sussex

Sussex Police & Crime Commissioner, Sackville House, Brooks Close, Lewes, East Sussex, BN7 2FZ

Lewes

BN7 2FZ

#### **Contact**

Rob McCarthy

#### **Email**

[Rob.McCarthy@surrey.police.uk](mailto:Rob.McCarthy@surrey.police.uk)

#### **Telephone**

+44 7976982887

**Country**

United Kingdom

**NUTS code**

UKJ2 - Surrey, East and West Sussex

**National registration number**

N/A

**Internet address(es)**

Main address

<https://www.sussex-pcc.gov.uk/>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/30091>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Public order and safety

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Social Media and Customer Relationship Management Solution

Reference number

JPS958

#### **II.1.2) Main CPV code**

- 72200000 - Software programming and consultancy services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Authority is in the process of undergoing a major telephony and communications refresh across the entire SSP (Surrey Police and Sussex Police) estate. This competition is for the procurement of a joint force social media management platform which aligns with an earlier procurement exercise for a unified and integrated suite of telephony and other digital contact products and services.

#### **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: £1,469,137

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKJ2 - Surrey, East and West Sussex
- UKJ - South East (England)

Main site or place of performance

BN7 2FZ

#### **II.2.4) Description of the procurement**

The Authority is in the process of undergoing a major telephony and communications refresh across the entire SSP (Surrey Police and Sussex Police) estate. This competition is for the procurement of a joint force social media management platform which aligns with an

earlier procurement exercise for a unified and integrated suite of telephony and other digital

contact products and services.

#### **II.2.5) Award criteria**

Quality criterion - Name: Technical Questionnaire / Weighting: 60

Cost criterion - Name: Cost / Weighting: 30

#### **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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Award was conducted following further competition under the Police Digital Services Framework for Social Media

#### **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.2.9) Information about termination of call for competition in the form of a prior information notice**

The contracting authority will not award any further contracts based on the above prior information notice

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## **Section V. Award of contract**

### **Contract No**

1

### **Title**

Social Media and Customer Relationship Management Solution

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

28 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: 2

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**

Softcat plc

Fieldhouse Lane SL7 1LW Marlow United Kingdom

Marlow

SL7 1LW

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

National registration number

GB 491 8485 03

The contractor is an SME

No

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

Total value of the contract/lot: £1,469,137

**V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Value excluding VAT: £1,469,137

Proportion: 100 %

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The Police and Crime commissioner for Sussex

Sussex Police & Crime Commissioner, Sackville House, Brooks Close, Lewes, East  
Sussex, BN7 2FZ

Lewes

BN7 2FZ

Country

United Kingdom