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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

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

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

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

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 %

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