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Tender

## **Provision of a Corporate CRM System**

Aberdeenshire Council

F02: Contract notice

Notice identifier: 2025/S 000-008337

Procurement identifier (OCID): ocds-h6vhtk-04ea7b

Published 7 March 2025, 12:21pm

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

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

Aberdeenshire Council

Woodhill House, Westburn Road

Aberdeen

AB16 5GB

#### **Email**

[CPSSProcurement@aberdeencity.gov.uk](mailto:CPSSProcurement@aberdeencity.gov.uk)

#### **Telephone**

+44 1467539600

#### **Country**

United Kingdom

#### **NUTS code**

UKM50 - Aberdeen City and Aberdeenshire

**Internet address(es)**

Main address

<http://www.aberdeenshire.gov.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00232](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00232)

**I.3) Communication**

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

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

**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**

Provision of a Corporate CRM System

Reference number

CRN00039552

#### **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 purpose of this Invitation to Tender (“ITT”) is to invite tenders for the provision of a Corporate CRM System in accordance with the requirements detailed in the attached documents.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

#### **II.2.2) Additional CPV code(s)**

- 48445000 - Customer Relation Management software package

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

NUTS codes

- UKM50 - Aberdeen City and Aberdeenshire

Main site or place of performance

Aberdeenshire

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

The purpose of this Invitation to Tender (“ITT”) is to invite tenders for the provision of a Corporate CRM System in accordance with the requirements detailed in this document.

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

24 months extension periods available at the sole discretion of the council.

### **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

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## **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

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## **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

7 April 2025

Local time

5:00pm

#### **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: 4 (from the date stated for receipt of tender)

## **IV.2.7) Conditions for opening of tenders**

Date

7 April 2025

Local time

5:00pm

Place

Aberdeenshire

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=792682](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=792682).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

The Council aims to act as a role model within the public sector, by carrying out its activities in a responsible and sustainable manner, considering how it can improve the economic, social, and environmental wellbeing of the area.

Tenderers will be expected to provide information around Sustainability, Community Benefits and Fair Working Practices as detailed in the attached ITT documents

(SC Ref:792682)

Download the ESPD document here:

[https://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=792682](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=792682)

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

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

Aberdeen Sheriff Court

Aberdeen

Country

United Kingdom