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Contract

## **Provision for a customer relationship management (CRM) system**

Chief Executive's Service

F03: Contract award notice

Notice identifier: 2023/S 000-008590

Procurement identifier (OCID): ocds-h6vhtk-037df0

Published 24 March 2023, 10:30am

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

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

Chief Executive's Service

Civic Centre, Pontypool

Pontypool

NP4 6YB

#### **Contact**

Nicola Radcliffe

#### **Email**

[nicola.ratcliffe@torfaen.gov.uk](mailto:nicola.ratcliffe@torfaen.gov.uk)

#### **Telephone**

+44 7970968586

#### **Country**

United Kingdom

**NUTS code**

UKL16 - Gwent Valleys

**Internet address(es)**

Main address

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

Buyer's address

[http://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0498](http://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0498)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

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

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

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

**II.1.1) Title**

Provision for a customer relationship management (CRM) system

Reference number

T.4500

**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**

Torfaen County Borough Council (TCBC) requirements are for a customer relationship management (CRM) system. This will be for an initial period of three years with the option to extend up to a further 24 months in total, further information is contained within the procurement documents

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

This contract is divided into lots: No

### **II.1.7) Total value of the procurement (excluding VAT)**

Lowest offer: £244,525 / Highest offer: £336,695 taken into consideration

## **II.2) Description**

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

- 48000000 - Software package and information systems
- 72212445 - Customer Relation Management software development services
- 48445000 - Customer Relation Management software package
- 48781000 - System management software package
- 48782000 - Storage management software package
- 48783000 - Content management software package

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

NUTS codes

- UKL16 - Gwent Valleys

Main site or place of performance

Torfaen

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

The TCBC Customer Services team consist of 27 people who handle approximately 200,000 contacts via phone, face to face, email and social media per annum. The team work remotely as well as from offices in Pontypool, Blaenavon and Cwmbran. The current CRM is used to record all requests for service, these are passed to the service departments via the system or as email, depending on the service requirements. At present, there has been no integration undertaken with back office applications. Most information requests are not recorded to save time whilst handing contacts.

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

Quality criterion - Name: Technical support & maintenance / Weighting: 15

Quality criterion - Name: Implementation / Weighting: 20

Quality criterion - Name: Security arrangements / Weighting: 10

Quality criterion - Name: Training & documentation / Weighting: 15

Quality criterion - Name: Previous experience & company structure / Weighting: 10

Quality criterion - Name: Presentation & interviews / Weighting: 30

Price - Weighting: 40

#### **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**

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.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-030771](#)

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

### **Contract No**

T.4500

A contract/lot is awarded: Yes

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

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

1 March 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

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**

Abavus Ltd

78 Grove Hill

London

E182HZ

Telephone

+44 2085302505

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £244,525 / Highest offer: £336,695 taken into consideration

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## **Section VI. Complementary information**

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

(WA Ref:130232)

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

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

The High Court

Royal Courts Of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom