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Contract

Assyst CRM

Cornwall Council

F03: Contract award notice

Notice identifier: 2023/S 000-009108

Procurement identifier (OCID): ocds-h6vhtk-03b6ef

Published 29 March 2023, 11:32am

Section I: Contracting authority

I.1) Name and addresses

Cornwall Council

County Hall, Treyew Road

Truro

TR1 3AY

Contact

Mr Nick Brown

Email

nick.brown@cornwall.gov.uk

Telephone

+44 1872323265

Country

United Kingdom

Region code

UKK - South West (England)

Internet address(es)

Main address

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

Buyer's address

<http://www.cornwall.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

Assyst CRM

Reference number

DN637670

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Assyst is an ITIL-based CRM (Customer Relationship Management) and CMDB (Configuration Management Database).

Database for IT assets, users and customers, and is the system used to log all IT faults and service requests for Cornwall Council and associated businesses.

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: £360,000

II.2) Description

II.2.2) Additional CPV code(s)

- 30200000 - Computer equipment and supplies

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

Assyst is an ITIL-based CRM (Customer Relationship Management) and CMDB (Configuration Management Database).

Database for IT assets, users and customers, and is the system used to log all IT faults and service requests for Cornwall Council and associated businesses.

II.2.5) Award criteria

Price

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:

Competition conducted under Crown Commercial Services Framework

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 March 2023

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Industrial & Financial Systems IFS UK Ltd

Staines-Upon-Thames

TW18 3BA

Country

United Kingdom

NUTS code

- UKK - South West (England)

The contractor is an SME

No

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

Total value of the contract/lot: £360,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Cornwall Council

Truro

Country

United Kingdom