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Contract

## **Melton Borough Council Tender for Customer Engagement and Self Service Platform**

Melton Borough Council

F20: Modification notice

Notice identifier: 2022/S 000-014647

Procurement identifier (OCID): ocids-h6vhtk-033fdd

Published 25 May 2022, 2:28pm

### **Section I: Contracting authority/entity**

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

Melton Borough Council

Melton

LE13 1GH

#### **Contact**

Amy Myers

#### **Email**

[amyers@melton.gov.uk](mailto:amyers@melton.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKF22 - Leicestershire CC and Rutland

## **Internet address(es)**

Main address

[http://www.melton.gov.uk/council\\_and\\_democracy/selling\\_to\\_the\\_council.aspx](http://www.melton.gov.uk/council_and_democracy/selling_to_the_council.aspx)

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## **Section II: Object**

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

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

Melton Borough Council Tender for Customer Engagement and Self Service Platform

Reference number

DN403305

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

- 48445000 - Customer Relation Management software package

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

Supplies

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

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

NUTS codes

- UKF22 - Leicestershire CC and Rutland

#### **II.2.4) Description of the procurement at the time of conclusion of the contract:**

Cloud-based customer engagement software as a service.

An IT solution that responds to our aspirations above and delivers a simple, straightforward and intuitive self-service facility for the public whilst at the same time providing officer access to the same, single, system to enable actions to be carried out on behalf of members of the public. The solution should provide a single, easily viewable personal record. It should fully integrate with back-office systems, minimising human intervention for transactional demands, to provide an exemplary customer service and a cost effective and efficient solution for MBC.

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

Duration in months

60

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**Section IV. Procedure**

**IV.2) Administrative information**

**IV.2.1) Contract award notice concerning this contract**

Notice number: [2019/S 219-537936](#)

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

### **Contract No**

MBC CRM

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

#### **V.2.1) Date of conclusion of the contract/concession award decision:**

16 October 2019

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

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

#### **V.2.3) Name and address of the contractor/concessionaire**

IEG4 Ltd

Queens Court, Wilmslow Road

Alderley Edge

SK9 7QD

Country

United Kingdom

NUTS code

- UKF22 - Leicestershire CC and Rutland

The contractor/concessionaire is an SME

Yes

#### **V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)**

Total value of the procurement: £482,500

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## **Section VI. Complementary information**

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

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

Melton Borough Council

Parkside, Station Approach, Burton Street

Melton Mowbray

LE13 1GH

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for review procedures:

The Council will incorporate a minimum 10 day standstill period at the point of notification of the decision to award the contract. The decision notice will incorporate the award criteria, the reasons for the decision, the reasons (if any) why a tenderer did not meet any specification, the identity of the successful tenderer(s) and a precise statement of when the standstill period is expected to end. Any appeal or challenge against the award decision must be communicated to the address stated in I.1) above within the standstill period. If an appeal or challenge to award the contract has not been successfully resolved the Public Contracts Regulations 2015 (As Amended) provide for aggrieved parties to take action in the High Court. Any such action must be brought promptly (generally within 30 days, although this time period may be extended to 3 months in certain circumstances). Where a legal challenge is made after the contract has been entered into then that contract could be declared ineffective and/or shortened and/or a fine imposed by the Court.

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## **Section VII: Modifications to the contract/concession**

### **VII.1) Description of the procurement after the modifications**

#### **VII.1.1) Main CPV code**

- 48445000 - Customer Relation Management software package

#### **VII.1.3) Place of performance**

NUTS code

- UKF22 - Leicestershire CC and Rutland

#### **VII.1.4) Description of the procurement:**

The parties wish to align the services provided with the standard G-Cloud 12 Service Descriptions for the products that are implemented. There is no change proposed to the contract terms and conditions.

#### **VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Duration in months

60

#### **VII.1.6) Information on value of the contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession:

£482,500

#### **VII.1.7) Name and address of the contractor/concessionaire**

IEG4 Ltd

Queens Court, Wilmslow Road

Alderley Edge

SK9 7QD

Country

United Kingdom

NUTS code

- UKF22 - Leicestershire CC and Rutland

The contractor/concessionaire is an SME

Yes

## **VII.2) Information about modifications**

### **VII.2.1) Description of the modifications**

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The parties wish to align the services provided with the standard G-Cloud 12 Service Descriptions for the products that are implemented. There is no change proposed to the contract terms and conditions.

### **VII.2.2) Reasons for modification**

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

Enhancements to already implemented products for the benefit of the resident and officers that were outside of the existing contract. By aligning with the services within the standard G-Cloud 12 service descriptions has allowed for the enhancements whilst also ensuring that storm integration is delivered as a core element of the contract.

### **VII.2.3) Increase in price**

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £482,500

Total contract value after the modifications

Value excluding VAT: £482,500