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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): ocds-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

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

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

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

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

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

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.

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