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Planning

## **Supply and Maintenance of a Customer Relationship Management System**

North Ayrshire Council

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-014878

Procurement identifier (OCID): ocds-h6vhtk-045868

Published 9 May 2024, 4:42pm

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

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

North Ayrshire Council

Cunninghame House

Irvine

KA12 8EE

#### **Contact**

Fiona Wilson

#### **Email**

[fionawilson@north-ayrshire.gov.uk](mailto:fionawilson@north-ayrshire.gov.uk)

#### **Telephone**

+44 1294310000

**Country**

United Kingdom

**NUTS code**

UKM93 - East Ayrshire and North Ayrshire mainland

**Internet address(es)**

Main address

<http://www.north-ayrshire.gov.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00337](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00337)

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**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**

Supply and Maintenance of a Customer Relationship Management System

**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**

Customer Relationship Management (CRM) system used to record and manage workflow of all customer enquiries received via telephone, face to face and online and is required to be able to fully integrate with other systems including NEC Revenues, Benefits and Housing systems and the national My Account. The CRM system is a corporate system used across all Council Services located across North Ayrshire.

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

North Ayrshire

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

Customer Relationship Management (CRM) system used to record and manage workflow of all customer enquiries received via telephone, face to face and online and is required to be able to fully integrate with other systems including NEC Revenues, Benefits and Housing systems and the national My Account. The CRM system is a corporate system used across all Council Services located across North Ayrshire. This is required when the existing contract for the current CRM system Verint EM Pro comes to an end on 31/03/2025. The new contract is anticipated to be for a duration of 3 years with up to an additional 24 months extension at the sole discretion of North Ayrshire Council.

### **II.2.14) Additional information**

A questionnaire has been included for suppliers to completed and return by close of business 24th May 2024.

## **II.3) Estimated date of publication of contract notice**

20 August 2024

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## **Section IV. Procedure**

### **IV.1) Description**

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

### **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=765223](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=765223).

(SC Ref:765223)