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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

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

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

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

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

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.

(SC Ref:765223)