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Planning

## **Energy Comapny Customer Relation Management System (CRM)**

Gateshead Borough Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-016212

Procurement identifier (OCID): ocds-h6vhtk-050591

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### **Scope**

### **Reference**

IT157

### **Description**

Gateshead Council publishing on behalf of Gateshead Energy Company (GEC). GEC is currently updating its customer relations management processes in line with upcoming Heat Network Regulations. To support the growing network aiming to connect an additional 15,000 customers and ensure that key requirements for engagement with customers are achieved, GEC is looking to procure a scalable cloud-based Customer Relationship Management (CRM) system.

### **Total value (estimated)**

- £60,000 excluding VAT
- £72,000 including VAT

Below the relevant threshold

### **Contract dates (estimated)**

- 1 August 2025 to 31 July 2026
- 1 year

### **Main procurement category**

Services

### **CPV classifications**

- 48781000 - System management software package
- 72210000 - Programming services of packaged software products
- 72260000 - Software-related services

### **Contract locations**

- UKC - North East (England)

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## **Engagement**

### **Engagement deadline**

6 May 2025

## Engagement process description

Please Register on OPEN Portal <https://www.nepo.org/open> and search opportunity OPEN2025680 to see engagement process details.

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## Contracting authority

### Gateshead Borough Council

- Public Procurement Organisation Number: PPGY-1151-NJQN

Civic Centre, Regent Terrace

Gateshead

NE8 1HH

United Kingdom

Email: [procurement@gateshead.gov.uk](mailto:procurement@gateshead.gov.uk)

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government