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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

Published 22 April 2025, 12:39pm

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)

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.

Contracting authority

Gateshead Borough Council

- Public Procurement Organisation Number: PPGY-1151-NJQN

Civic Centre, Regent Terrace

Gateshead

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United Kingdom

Email: procurement@gateshead.gov.uk

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government