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Tender

## **Customer Relationship and Case Management (CRCM) Solution**

The Riverside Group Ltd

F02: Contract notice

Notice identifier: 2023/S 000-016699

Procurement identifier (OCID): ocds-h6vhtk-03d5c0

Published 13 June 2023, 12:10pm

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

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

The Riverside Group Ltd

2 Estuary Boulevard, Estuary Commerce Park

Liverpool

L24 8RF

#### **Contact**

Laura Wood

#### **Email**

[procurement@riverside.org.uk](mailto:procurement@riverside.org.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.riverside.org.uk/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/theriversidegroup.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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## Section II: Object

### II.1) Scope of the procurement

#### II.1.1) Title

Customer Relationship and Case Management (CRCM) Solution

Reference number

BS/0006

#### II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

#### II.1.3) Type of contract

Supplies

#### II.1.4) Short description

The Riverside Group (TRG) are seeking to procure a strategic Customer Relationship and Case Management (CRCM) solution for use in effectively supporting operational delivery of care and support to customers nationwide. The procurement documentation provides details concerning:

- The aims, objectives and expected benefits associated with the CRCM solution
- The current state systems landscape in Riverside Care and Support (RCS)
- A high-level target CRCM solution vision which includes:
  - o Capabilities and processes it is expected that the CRCM solution will enable – see Document B: Appendix 1 Capability and Process Lifecycle
  - o A comprehensive set of functional and non-functional requirements to include details of target CRCM solution users – see Document B: Appendix 2

Please the procurement documentation available at <https://intendhost.co.uk/theriversidegroup.aspx/Home>

#### II.1.5) Estimated total value

Value excluding VAT: £1,500,000

#### II.1.6) Information about lots

This contract is divided into lots: No

### II.2) Description

#### II.2.2) Additional CPV code(s)

- 48445000 - Customer Relation Management software package
- 72261000 - Software support services
- 72263000 - Software implementation services
- 72265000 - Software configuration services
- 72267000 - Software maintenance and repair services
- 48440000 - Financial analysis and accounting software package
- 48400000 - Business transaction and personal business software package

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

NUTS codes

- UK - United Kingdom

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

The Riverside Group (TRG) are seeking to procure a strategic Customer Relationship and Case Management (CRCM) solution for use in effectively supporting operational delivery of care and support to customers nationwide. The procurement documentation provides details concerning:

- The aims, objectives and expected benefits associated with the CRCM solution
- The current state systems landscape in Riverside Care and Support (RCS)
- A high-level target CRCM solution vision which includes:
  - o Capabilities and processes it is expected that the CRCM solution will enable – see Document B: Appendix 1 Capability and Process Lifecycle
  - o A comprehensive set of functional and non-functional requirements to include details of target CRCM solution users – see Document B: Appendix 2

Please see the procurement documentation available at <https://intendhost.co.uk/theriversidegroup/aspx/Home>

### **II.2.5) Award criteria**

Price

### **II.2.6) Estimated value**

Value excluding VAT: £1,500,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

2 October 2023

End date

1 October 2028

This contract is subject to renewal

No

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: No

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Please see the details of all procurement documentation.

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

Please see the details of all procurement documentation.

Minimum level(s) of standards possibly required

Please see the details of all procurement documentation.

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

Please see the details of all procurement documentation.

Minimum level(s) of standards possibly required

Please see the details of all procurement documentation.

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

Please see the details of all procurement documentation.

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## **Section IV. Procedure**

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

#### **IV.1.1) Type of procedure**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

13 July 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 25 December 2023

#### **IV.2.7) Conditions for opening of tenders**

Date

13 July 2023

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The Royal Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

This tender process will incorporate a minimum 10 calendar day standstill period at the point of information on the award is communicated to tenderers. Appeals can be directly raised via The Riverside Group's eTendering portal (In-Tend) at

<https://intendhost.co.uk/theriversidegroup.aspx/Home>