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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

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/asp/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

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 the procurement documentation available at <https://in-tendhost.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

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.

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

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>