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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/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

## **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: Capabilities and processes it is expected that the CRCM solution will enable – see Document B: Appendix 1 Capability and Process Lifecycleo A comprehensive set of functional and non-functional requirements to include details of target CRCM solution users – see Document B: Appendix 2Please the procurement documentation available at <a href="https://intendhost.co.uk/theriversidegroup/aspx/Home">https://intendhost.co.uk/theriversidegroup/aspx/Home</a>

#### 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: Capabilities and processes it is expected that the CRCM solution will enable – see Document B: Appendix 1 Capability and Process Lifecycleo A comprehensive set of functional and non-functional requirements to include details of target CRCM solution users – see Document B: Appendix 2Please the procurement documentation available at <a href="https://intendhost.co.uk/theriversidegroup/aspx/Home">https://intendhost.co.uk/theriversidegroup/aspx/Home</a>

#### 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 <a href="https://intendhost.co.uk/theriversidegroup/aspx/Home">https://intendhost.co.uk/theriversidegroup/aspx/Home</a>