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Contract

Contract for CRM software

Lancaster City Council

F03: Contract award notice

Notice identifier: 2025/S 000-016778

Procurement identifier (OCID): ocds-h6vhtk-031f8a

Published 24 April 2025, 1:45pm

Section I: Contracting authority

I.1) Name and addresses

Lancaster City Council

Lancaster Town Hall, Dalton Square

Lancaster

LA1 1PJ

Contact

Mrs Emily Priestley

Email

epriestley@lancaster.gov.uk

Telephone

+44 1524582000

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<http://www.lancaster.gov.uk/>

Buyer's address

<http://www.lancaster.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contract for CRM software

Reference number

DN772533

II.1.2) Main CPV code

- 72212445 - Customer Relation Management software development services

II.1.3) Type of contract

Services

II.1.4) Short description

G Cloud 13 Framework to direct award to Granicus for CRM software

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £216,960

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

G Cloud 13 Framework to direct award to Granicus for CRM software

II.2.5) Award criteria

Quality criterion - Name: Price / Weighting: 100

Price - Weighting: 100

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-006385](#)

Section V. Award of contract

Contract No

Contract for CRM software with Granicus

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 July 2024

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Granicus-Firmstep Ltd

7 Harp Lane

London

EC3R 6DP

Email

ian.roberts@granicus.com

Telephone

+44 08454672971

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £216,960

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Lancaster City Council

Lancaster Town Hall

Lancaster

LA1 1PJ

Email

procurement@lancaster.gov.uk

Country

United Kingdom