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Contract

## Contract for CRM software

Lancaster City Council

F03: Contract award notice

Notice identifier: 2025/S 000-016783

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

Published 24 April 2025, 1:55pm

## 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](mailto: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

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**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

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## 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](#)

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## Section V. Award of contract

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](mailto: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

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## **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](mailto:procurement@lancaster.gov.uk)

Country

United Kingdom