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Contract

Systems Partner to Develop a Customer Relationship Management Application

West Yorkshire Combined Authority

F03: Contract award notice

Notice identifier: 2024/S 000-017103

Procurement identifier (OCID): ocids-h6vhtk-0402be

Published 3 June 2024, 10:04am

Section I: Contracting authority

I.1) Name and addresses

West Yorkshire Combined Authority

Wellington House, 40-50 Wellington Street

Leeds

LS1 2DE

Email

commercialteam@westyorks-ca.gov.uk

Country

United Kingdom

Region code

UKE - Yorkshire and the Humber

National registration number

8876556

Internet address(es)

Main address

<https://www.westyorks-ca.gov.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/103257>

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

Systems Partner to Develop a Customer Relationship Management Application

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

This is a republication of 48112 - MCA Digital Customer Relationship Management.

The Combined Authority is investing in technology to transform how it, and its Local Authority partners, engage with and support businesses and individuals with support and funding. The development of the system aligns with the Combined Authority's position as a Microsoft House and the benefits this brings in terms of interoperability of systems and

ease of use for employees.

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: £200,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKE - Yorkshire and the Humber

II.2.4) Description of the procurement

Procurement of a new Customer Relationship Management (CRM) system, to be built using the Microsoft stack, to manage the effective delivery of the Combined Authority's support to businesses and individuals.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 30%

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

Open 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: [2023/S 000-027947](#)

Section V. Award of contract

Contract No

1

Title

Systems Partner to Develop a Customer Relationship Management Application

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 March 2024

V.2.2) Information about tenders

Number of tenders received: 15

Number of tenders received by electronic means: 15

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

V.2.3) Name and address of the contractor

Blacklight Software Ltd

4 South Park Way

Wakefield

WF2 0XJ

Email

dylan.hayes@blacklightsoftware.com

Country

United Kingdom

NUTS code

- UKE4 - West Yorkshire

National registration number

Blacklight Software Ltd

The contractor is an SME

No

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

Total value of the contract/lot: £194,150

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

London

Country

United Kingdom