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Tender

# **Customer Relationship Management System in the Leisure Sector**

West Lancashire Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-018132

Procurement identifier (OCID): ocds-h6vhtk-03dc8d

Published 26 June 2023, 3:17pm

## **Section I: Contracting authority**

## I.1) Name and addresses

West Lancashire Borough Council

52 Derby Street

Ormskirk

L39 2DH

#### Contact

Ms Catherine Kirwan

#### **Email**

Procurement@westlancs.gov.uk

#### Country

**United Kingdom** 

#### Region code

#### UKD47 - Chorley and West Lancashire

#### Internet address(es)

Main address

http://www.westlancs.gov.uk/

Buyer's address

http://www.westlancs.gov.uk/

## I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://procontract.due-north.com/Advert/Index?advertId=4f21a394-53fd-ed11-8123-005056b64545

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://procontract.due-north.com/Advert/Index?advertId=4f21a394-53fd-ed11-8123-005056b64545

## I.4) Type of the contracting authority

Regional or local authority

## I.5) Main activity

Housing and community amenities

## **Section II: Object**

## II.1) Scope of the procurement

#### II.1.1) Title

Customer Relationship Management System in the Leisure Sector

Reference number

DN672232

#### II.1.2) Main CPV code

• 48000000 - Software package and information systems

#### II.1.3) Type of contract

Supplies

#### II.1.4) Short description

The Council intends to move to an in-house management operation from 1st October 2023 and as such intends to test the market for supply of a CRM system that would be directly managed by the Council to support the delivery of leisure services.

#### II.1.6) Information about lots

This contract is divided into lots: No

#### II.2) Description

#### II.2.3) Place of performance

**NUTS** codes

• UKD47 - Chorley and West Lancashire

#### II.2.4) Description of the procurement

The Council intends to move to an in-house management operation from 1st October 2023 and as such intends to test the market for supply of a CRM system that would be directly managed by the Council to support the delivery of leisure services.

#### II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

**Duration in months** 

84

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 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

14 July 2023

Local time

4:00pm

#### IV.2.4) Languages in which tenders or requests to participate may be submitted

English

#### IV.2.7) Conditions for opening of tenders

Date

14 July 2023

Local time

5:30pm

# **Section VI. Complementary information**

# VI.1) Information about recurrence

This is a recurrent procurement: No

## VI.4) Procedures for review

VI.4.1) Review body

West Lancs Borough Council

Ormskirk

Country

United Kingdom