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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