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Contract

BLC-0189 - Social Media Management Platform Framework

BlueLight Commercial Ltd

F03: Contract award notice

Notice identifier: 2025/S 000-019197

Procurement identifier (OCID): ocids-h6vhtk-04cee1

Published 6 May 2025, 4:28pm

Section I: Contracting authority

I.1) Name and addresses

BlueLight Commercial Ltd

Lloyd House, Colmore Circus Queensway

Birmingham

B4 6DG

Contact

Amy McTear

Email

amy.mctear@bluelight.police.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.bluelight.police.uk

Buyer's address

<https://sell2.in-tend.co.uk/blpd/home>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

BLC-0189 - Social Media Management Platform Framework

Reference number

BLC-0189

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 Invitation to Tender has been issued by BlueLight Commercial who are seeking to award a multi-supplier Framework for the provision of Social Media Management

Platforms.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £16,000,000

II.2) Description

II.2.1) Title

Lot 1 - Social Media Management Platform only

Lot No

1

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 1 - Social Media Management Platforms only

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 65%

Price - Weighting: 35%

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

II.2) Description

II.2.1) Title

Lot 2 - Social Media Management and Live Chat Platforms

Lot No

2

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 2 - Social Media Management and Live Chat Platforms

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 65%

Price - Weighting: 35%

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.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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: [2025/S 000-000775](#)

Section V. Award of contract

Contract No

BLC-0189

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 April 2025

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

SocialSignIn Ltd trading as Orlo

Centre City, Hill Street

Birmingham

B5 4UA

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

8237170

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £16,000,000

Total value of the contract/lot: £16,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

British High Court of Justice

British High Court of Justice

London

WC2A 2LL

Telephone

+44 0000000000

Country

United Kingdom