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Contract

CCP002 – Provision of Corporate ICT Solutions for a Digital Transformation / Channel Shift Programme

Derbyshire County Council

F03: Contract award notice

Notice identifier: 2021/S 000-022332

Procurement identifier (OCID): ocds-h6vhtk-02deab

Published 8 September 2021, 6:01pm

Section I: Contracting authority

I.1) Name and addresses

Derbyshire County Council

Chatsworth Hall

Matlock

DE4 3FW

Contact

Miss Carolyne Knott

Email

carolyne.knott@derbyshire.gov.uk

Telephone

+44 1629536874

Country

United Kingdom

NUTS code

UKF1 - Derbyshire and Nottinghamshire

Internet address(es)

Main address

<http://www.derbyshire.gov.uk/>

Buyer's address

<http://www.derbyshire.gov.uk/>

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

CCP002 – Provision of Corporate ICT Solutions for a Digital Transformation / Channel Shift Programme

Reference number

DN483440

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Lot 1 - Customer Relationship Management (CRM) system which can support and manage end-to-end interactions with the Council;

Lot 2 - Complaints, Compliments and Comments system which can provide a “single source of truth” for complaints;

Lot 3 - Corporate Room and Events Booking system which can be used for booking Council-organised activities and facilities including property assets which currently have low occupancy rates, and introduces a payment at source function (where required) to integrate with the Council’s payment system.

The Council is also offering providers the opportunity to submit (optional) variant bids based on a single combined Lot for all three systems.

Contracts will be based on an initial 4 year period, with options to extend up to maximum of 6 additional years.

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: £1,650,000

II.2) Description

II.2.1) Title

Lot 1 - Customer Relationship Management (CRM) system

Lot No

1

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKF1 - Derbyshire and Nottinghamshire

II.2.4) Description of the procurement

Lot 1 - Customer Relationship Management (CRM) system

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Supplier Information Security / Weighting: 5

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 - Complaints, Compliments and Comments system

Lot No

2

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKF1 - Derbyshire and Nottinghamshire

II.2.4) Description of the procurement

Lot 2 - Complaints, Compliments and Comments system

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Supplier Information Security / Weighting: 5

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 3 - Corporate Room and Events Booking system

Lot No

3

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKF1 - Derbyshire and Nottinghamshire

II.2.4) Description of the procurement

Lot 3 - Corporate Room and Events Booking system

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Supplier Information Security / Weighting: 5

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 4 (Variant) Provision of Customer Relationship Management (CRM) system, Complaints, Compliments and Comments system and Corporate Room and Events Booking system.

Lot No

4

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKF1 - Derbyshire and Nottinghamshire

II.2.4) Description of the procurement

Lot 4 (Variant) Provision of Customer Relationship Management (CRM) system, Complaints, Compliments and Comments system and Corporate Room and Events Booking system.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Supplier Information Security / Weighting: 5

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

Competitive dialogue

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: [2020/S 120-293529](#)

Section V. Award of contract

Contract No

1

Lot No

4

Title

Lot 4 (Variant) Provision of Customer Relationship Management (CRM) system, Complaints, Compliments and Comments system and Corporate Room and Events Booking system.

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 March 2021

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 7

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: 7

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

V.2.3) Name and address of the contractor

Granicus Firmstep Limited

London

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,909,030

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Derbyshire County Council

Matlock

DE4 3AG

Email

procurement@derbyshire.gov.uk

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Derbyshire County Council

Matlock

DE4 3AG

Email

procurement@derbyshire.gov.uk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for review procedures:

Derbyshire County Council will incorporate a minimum 10 calendar days (or 15 if non-electronic or fax methods used) standstill period at the point information on the award of the contract is communicated to the relevant economic operators. Debriefing by the Council shall be in accordance with the Public Contracts Regulation 2015 (as amended) (the Regulations). Such information should be requested from the addressee in Section 1.1. If an appeal regarding the award of the contract has not been successfully resolved the Regulations provide for the aggrieved parties who are of the opinion that they have been harmed or are at risk of harm by a breach of the Regulations, to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought as soon as possible.