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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](mailto: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

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## **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

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## **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](#)

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## **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

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**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](mailto: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](mailto: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.