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Contract

TC1160 - G Cloud 13 Procurement of RBDxP

Manchester City Council

F03: Contract award notice

Notice identifier: 2023/S 000-023836

Procurement identifier (OCID): ocds-h6vhtk-031f8a

Published 15 August 2023, 11:05am

Section I: Contracting authority

I.1) Name and addresses

Manchester City Council

Floor 5 (Mount Street Elevation),, Town Hall Extension, Albert Square

Manchester

M60 2LA

Contact

Mrs Louise Causley

Email

louise.causley@manchester.gov.uk

Telephone

+44 1612344287

Country

United Kingdom

Region code

UKD3 - Greater Manchester

Internet address(es)

Main address

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

Buyer's address

<http://www.manchester.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

TC1160 - G Cloud 13 Procurement of RBDxP

Reference number

DN667507

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

The Contract is to provide licenses and implementation costs for a new Customer Relationship Management (CRM) System for MCC to deliver services digitally to the Residents and Businesses of Manchester as scoped up in the RBDxP Programme.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £1,016,631.80

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

II.2.4) Description of the procurement

The Contract is to provide licenses and implementation costs for a new Customer Relationship Management (CRM) System for MCC to deliver services digitally to the Residents and Businesses of Manchester as scoped up in the RBDxP Programme.

II.2.5) Award criteria

Price

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-006385](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 July 2023

V.2.2) Information about tenders

Number of tenders received: 3

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: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Verint

Woking

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

The contractor is an SME

No

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

Total value of the contract/lot: £1,016,631.80

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom