

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/023836-2023>

Awarded contract

## **TC1160 - G Cloud 13 Procurement of RBDxP**

Manchester City Council

F03: Contract award notice

Notice reference: 2023/S 000-023836

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](mailto:louise.causley@manchester.gov.uk)

#### **Telephone**

+44 1612344287

#### **Country**

United Kingdom

**NUTS 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

