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Award

CRM

Suffolk County Council

F15: Voluntary ex ante transparency notice

Notice identifier: 2024/S 000-024731

Procurement identifier (OCID): ocds-h6vhtk-048833

Published 6 August 2024, 4:27pm

Section I: Contracting authority/entity

I.1) Name and addresses

Suffolk County Council

Endeavour House, Russell Rd

IPSWICH

IP12BX

Email

carol.mitson@suffolk.gov.uk

Country

United Kingdom

Region code

UKH14 - Suffolk

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.suffolk.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

CRM

Reference number

M003

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Suffolk County Councils wish to award a contract for up to 7 years for subscription licences

and premium support to Goss Interactive Limited.

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: £635,327

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH14 - Suffolk

II.2.4) Description of the procurement

Suffolk County Council is undertaking a negotiated procedure without publications to award a contract for up to 7 years to Goss Interactive Limited for CRM SAAS subscription

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

The Goss Interactive CRM is the Councils CRM system and the Council there has been considerable development of the product since its implementation on 2021.

The cost of moving to a new system in its entirety is prohibitive to the Council and as such the Council has opted to direct award a contract to Goss Interactive.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

1 August 2024

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Goss Interactive Limited

Plymouth

Country

United Kingdom

NUTS code

- UKK41 - Plymouth

Companies House

03553908

The contractor/concessionaire is an SME

Yes

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

Total value of the contract/lot/concession: £635,327

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Suffolk County Council

Endeavour House, 8 Russell Road, Ipswich, Suffolk, IP1 2BX

Ipswich

Country

United Kingdom