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Award

CRM Software Solution

THE RIVERSIDE GROUP LIMITED

F15: Voluntary ex ante transparency notice

Notice identifier: 2021/S 000-025168

Procurement identifier (OCID): ocds-h6vhtk-02e9be

Published 8 October 2021, 11:23am

Section I: Contracting authority/entity

I.1) Name and addresses

THE RIVERSIDE GROUP LIMITED

2 Estuary Boulevard,Speke

LIVERPOOL

L248RF

Contact

Barry Chapman

Email

barry.chapman@riverside.org.uk

Telephone

+44 7980323560

Country

United Kingdom

NUTS code

UKD72 - Liverpool

Internet address(es)

Main address

https://www.riverside.org.uk/

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

CRM Software Solution

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

VEAT Notice for Saleforce Software platform Licenses.

Salesforce, Service Cloud and community plus licenses.

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: £3,660,655

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UKD7 is the Main office, but used across the organisation nationally

II.2.4) Description of the procurement

To continue to supply operational licenses to provide the CRM solution and embedded modules within the solution.

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Riverside are using Salesforce as a CRM and customer service platform and we have invested heavily in this technology.

Our strategy is to continue to use this platform to provide customer service. Operationally the cost of change for software is large and our investment in time and resources is significant.

The time taken using this licenses would allow us to go to market for a single business wide solution at the end of this contract.

Previous procurement of this solution used Gcloud and the supplier no longer sells their services through this route. Salesforce are not on any frameworks currently.

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

The procurement is covered by the Government Procurement Agreement: No

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

8 October 2021

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

Salesforce UK Limited

110 Bishopsgate

London UK

EC2N 4AY

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

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

Initial estimated total value of the contract/lot/concession: £3,660,665

Total value of the contract/lot/concession: £3,660,665

Section VI. Complementary information

VI.3) Additional information

This is a VEAT notice to show our intention to award a public works contract using the

Negotiated Procedure without prior publication (Regulation 32 (2) (b) (iii)). A subsequent

award notice will be published in due course

VI.4) Procedures for review

VI.4.1) Review body

Riverside Group

Liverpool

Country

United Kingdom