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Opportunity

CRM - Customer Relationship Management

Staffordshire Police

F02: Contract notice

Notice reference: 2021/S 000-025751

Published: 14 October 2021, 4:40pm

Section I: Contracting authority

I.1) Name and addresses

Staffordshire Police

Staffordshire Police HQ, Weston Road

Stafford

ST18 0YY

Contact

Sarah Willacy

Email

sarah.willacy@staffordshire.pnn.police.uk

Telephone

+44 7929658099

Country

United Kingdom

NUTS code

UK - United Kingdom

National registration number

N/A

Internet address(es)

Main address

<http://www.staffordshire.police.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/31727>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=40048&B=BLUELIGHT

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=40048&B=BLUELIGHT

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

CRM - Customer Relationship Management

Reference number

5058

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

The requirement is for a CRM solution will optimize and enable contact handlers to deliver a customer focused service through the implementation of an efficient, effective and streamlined solution.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The requirement is for a CRM solution will optimize and enable contact handlers to deliver a customer focused service through the implementation of an efficient, effective and streamlined solution.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £250,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Option at the discretion of the Commissioner to extend the contract for two further periods of up to 12 months each.

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

18 November 2021

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

18 November 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

VI.4) Procedures for review

VI.4.1) Review body

The High Court, The Royal Courts of Justice,

The Strand

London

WC2A 2LL

Country

United Kingdom