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Contract

Cemetery & Crematorium Administration System

The Mayor and Commonalty and Citizens of the City of London

F03: Contract award notice

Notice identifier: 2025/S 000-027661

Procurement identifier (OCID): ocds-h6vhtk-047c00

Published 27 May 2025, 11:32am

Section I: Contracting authority

I.1) Name and addresses

The Mayor and Commonalty and Citizens of the City of London

Po Box 270, Guildhall

London

EC2P 2EJ

Email

mitchell.walker@cityoflondon.gov.uk

Telephone

+44 2076063030

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.cityoflondon.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

Cemetery & Crematorium Administration System

Reference number

prj_COL_24087 or itt_COL_18448 or prj_176

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 City of London went to tender for a contract duration of 5 years with an option to extend for an additional 2 years.

??The City of London Cemetery and Crematorium is a major burial and cremation facility for Northeast London and part of Southwest Essex and is visited by around 250,000 people annually. Each year the City of London Cemetery and Crematorium carries out

around 900 earth burials and 2600 cremations a year.

??The current burial and cremation administration system is used to record and manage burials and cremations. It has outlived its effectiveness due to the limited updates to the system. Hosted on the City of London network, this system frequently experiences crashes, lacks integration with other cemetery systems, and is outdated. Consequently, it fails to meet user requirements. The Cemetery also still relies on hand-drawn maps dating back to when the cemetery was first opened in 1856.

?The Cemetery requires an end-to-end admin management system that is fully integrated with GIS mapping. This system should serve as the single source of truth and seamlessly link customer accounts and databases. Furthermore, the Cemetery is interested in acquiring a system capable of integrating with the City's finance systems. This will ensure a streamlined and efficient operation, enhancing the overall management of the Cemetery.

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: £337,035

II.2) Description

II.2.2) Additional CPV code(s)

- 48611000 - Database software package
- 79121100 - Software copyright consultancy services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

The City of London Cemetery & Crematorium, Aldersbrook Rd, London E12 5DQ

II.2.4) Description of the procurement

This contract was procured via an Open FTS procedure.

??The City of London Cemetery and Crematorium is a major burial and cremation facility for Northeast London and part of Southwest Essex and is visited by around 250,000 people annually. Each year the City of London Cemetery and Crematorium carries out around 900 earth burials and 2600 cremations a year.

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II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 55

Quality criterion - Name: Responsible Procurement / Weighting: 15

Quality criterion - Name: Commercial / Weighting: 30

Price - Weighting: 55/15/30

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-020953](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

1

Title

Cemetery & Crematorium Administration System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

27 May 2025

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

GSS (NI) Limited (PlotBox)

The Ecos Centre, Kernohans Lane, Northern Ireland,

Ballymena, Antrim

BT43 7QA

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £337,035

Total value of the contract/lot: £337,035

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Royal Courts of Justice, The Strand

London

WC1A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

High Court of England and Wales

Royal Courts of Justice, The Strand

London

WC1A 2LL

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Cabinet Office

70 Whitehall

London

SW1A 2AS

Country

United Kingdom