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Contract

# Case and Customer Management Solution(s) 2022

Reading Borough Council

F03: Contract award notice

Notice identifier: 2022/S 000-027681

Procurement identifier (OCID): ocds-h6vhtk-02d769

Published 3 October 2022, 1:23pm

## **Section I: Contracting authority**

## I.1) Name and addresses

Reading Borough Council

Civic Offices, Bridge Street

Reading

RG1 2LU

Contact

Caroline Lloyd

**Email** 

pchub@reading.gov.uk

Country

**United Kingdom** 

**NUTS** code

UKJ11 - Berkshire

Internet address(es)

Main address

http://www.reading.gov.uk

Buyer's address

https://in-tendhost.co.uk/reading/aspx/Tenders/Current

# 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

Case and Customer Management Solution(s) 2022

Reference number

RBC 00001237

## II.1.2) Main CPV code

• 48000000 - Software package and information systems

## II.1.3) Type of contract

Supplies

#### II.1.4) Short description

Reading Borough Council are completing a Restricted Procurement exercise for the provision of Case and Customer Management Solution(s) - this is a three Lot procurement run under a two stage process. Bidders will be required to tender for one lot only: Lot 1 - Casework solution – this lot covers case, document workflow and task management; Lot 2 – Customer platform – this lot covers customer transactions with the Council (report, contact, apply for services). The solution should support task / workflow management, integrating with core back office systems as required, to work towards resolution. It should also allow customers to view progress and receive communications about their query via a customer portal; Lot 3 – Joint lot covering both requirements. For full requirements, refer to the tender documentation.

#### II.1.6) Information about lots

This contract is divided into lots: Yes

### II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £3,000,000

## II.2) Description

#### II.2.1) Title

## Case Management Solution

Lot No

1

## II.2.2) Additional CPV code(s)

• 72000000 - IT services: consulting, software development, Internet and support

## II.2.3) Place of performance

**NUTS** codes

• UKJ11 - Berkshire

## II.2.4) Description of the procurement

Case, document workflow and task managementF01: Prior information notice (prior information only) - Notice reference: 2021/S 000-021847 - Published 3 September 2021, 11:12am

## II.2.5) Award criteria

Quality criterion - Name: Implementation / Impact / Development & Maintenance / Social Value / Requirements / Weighting: 14 / 12 / 11 / 3 /30

Cost criterion - Name: Total Cost / Value Criteria / Weighting: 25 / 5

### 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

## II.2) Description

### II.2.1) Title

**Customer Management Solution** 

Lot No

2

## II.2.2) Additional CPV code(s)

• 72000000 - IT services: consulting, software development, Internet and support

#### II.2.3) Place of performance

**NUTS** codes

• UKJ11 - Berkshire

### II.2.4) Description of the procurement

Customer transactions with the Council (report, contact, apply for services). The solution should support task / workflow management, integrating with core back office systems as required, to work towards resolution. It should also allow customers to view progress and receive communications about their query via a customer portal.F01: Prior information notice (prior information only) - Notice reference: 2021/S 000-020474 - Published 20 August 2021, 1:16pm

## II.2.5) Award criteria

Quality criterion - Name: Implementation / Impact / Development & Maintenance / Social Value / Requirements / Weighting: 14 / 12 / 11 / 3 /30

Cost criterion - Name: Total Cost / Value Criteria / Weighting: 25 / 5

### 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

## II.2) Description

#### II.2.1) Title

Joint Lot

Lot No

## II.2.2) Additional CPV code(s)

• 72000000 - IT services: consulting, software development, Internet and support

### II.2.3) Place of performance

**NUTS** codes

• UKJ11 - Berkshire

## II.2.4) Description of the procurement

Joint lot covering both requirements. Both PIN notice stated in Lots 1 and 2 descriptions equally apply to this lot

### II.2.5) Award criteria

Quality criterion - Name: Implementation / Impact / Development & Maintenance / Social Value / Requirements / Weighting: 14 / 12 / 11 / 3 / 3

Cost criterion - Name: Total Cost / Value Criteria / Weighting: 25 / 5

## 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

Restricted 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: <u>2022/S 000-009552</u>

## Section V. Award of contract

### **Contract No**

1

### Lot No

3

### **Title**

Case and Customer Management Solution

A contract/lot is awarded: Yes

## V.2) Award of contract

## V.2.1) Date of conclusion of the contract

3 October 2022

## V.2.2) Information about tenders

Number of tenders received: 20

Number of tenders received from SMEs: 12

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 20

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

## V.2.3) Name and address of the contractor

Arcus Global Limited

Future Business Centre, Kings Hedges Road

Cambridge

CB4 2HY

Country

**United Kingdom** 

**NUTS** code

• UKH12 - Cambridgeshire CC

National registration number

06946606

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £2,035,909.93

Total value of the contract/lot: £2,035,909.93

## V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Value excluding VAT: £500,000

Proportion: 25 %

Short description of the part of the contract to be subcontracted

Salesforce consulting and service delivery sub-contractor

# Section VI. Complementary information

## VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice of England and Wales
7 Rolls Buildings, Fetter Lane
London
EC4A 1NL
Telephone
+44 2079477156
Country
United Kingdom
Internet address
https://courttribunalfinder.service.gov.uk/courts/rolls-building
VI.4.3) Review procedure
Precise information on deadline(s) for review procedures
The relevant deadlines depend on the specific nature of the remedies required and are defined in Regulations 93 & 94 of the Public Contracts Regulations 2015
VI.4.4) Service from which information about the review procedure may be obtained
The Cabinet Office
70 Whitehall
London
SW1A 2AS
Country
United Kingdom
Internet address
https://www.gov.uk/government/organisations/cabinet-office