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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](mailto:pchub@reading.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKJ11 - Berkshire

**Internet address(es)**

Main address

[www.reading.gov.uk](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

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## **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

3

### **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: [2022/S 000-009552](#)

## **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

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## **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://courtribunalfinder.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>

