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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

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

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

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>