This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/027947-2023">https://www.find-tender.service.gov.uk/Notice/027947-2023</a>

Tender

# Systems Partner to Develop a Customer Relationship Management Application

West Yorkshire Combined Authority

F02: Contract notice

Notice identifier: 2023/S 000-027947

Procurement identifier (OCID): ocds-h6vhtk-0402be

Published 21 September 2023, 4:06pm

## **Section I: Contracting authority**

#### I.1) Name and addresses

West Yorkshire Combined Authority

Wellington House, 40-50 Wellington Street

Leeds

LS1 2DE

#### Contact

Gary Johnson

#### **Email**

commercialteam@westvorks-ca.gov.uk

#### Country

**United Kingdom** 

#### Region code

UKE - Yorkshire and the Humber

National registration number

8876556

Internet address(es)

Main address

https://www.westyorks-ca.gov.uk

Buyer's address

https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/103257

## I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://uk.eu-supply.com/app/rfq/rwlentrance\_s.asp?PID=73178&B=UK

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/rfg/rwlentrance\_s.asp?PID=73178&B=UK

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

## 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

Systems Partner to Develop a Customer Relationship Management Application

#### 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

This is a republication of 48112 - MCA Digital Customer Relationship Management.

The Combined Authority is investing in technology to transform how it, and its Local Authority partners, engage with and support businesses and individuals with support and funding. The development of the system aligns with the Combined Authority's position as a Microsoft House and the benefits this brings in terms of interoperability of systems and ease of use for employees.

#### II.1.5) Estimated total value

Value excluding VAT: £250,000

#### II.1.6) Information about lots

This contract is divided into lots: No

### II.2) Description

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

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

#### II.2.3) Place of performance

**NUTS** codes

• UKE - Yorkshire and the Humber

#### II.2.4) Description of the procurement

Procurement of a new Customer Relationship Management (CRM) system, to be built using the Microsoft stack, to manage the effective delivery of the Combined Authority's support to businesses and individuals.

#### 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

Yes

Description of renewals

1 x 12 months

#### II.2.10) Information about variants

Variants will be accepted: No

#### 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 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

29 September 2023

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

29 September 2023

Local time

12:00pm

# **Section VI. Complementary information**

# VI.1) Information about recurrence

This is a recurrent procurement: No

## VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

London

Country

United Kingdom