This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/028359-2021">https://www.find-tender.service.gov.uk/Notice/028359-2021</a>

#### Contract

# **Customer Relationship Management (CRM) System**

**Torbay Council** 

F03: Contract award notice

Notice identifier: 2021/S 000-028359

Procurement identifier (OCID): ocds-h6vhtk-02882a

Published 12 November 2021, 2:19pm

# **Section I: Contracting authority**

## I.1) Name and addresses

**Torbay Council** 

Town Hall, Castle Circus

Torquay

TQ1 3DR

#### Contact

Mr Adam Harmer

#### **Email**

procurement.team@torbay.gov.uk

## **Telephone**

+44 1803207626

## Country

United Kingdom

**NUTS** code

UKK42 - Torbay

Internet address(es)

Main address

http://www.torbay.gov.uk/

Buyer's address

http://www.torbay.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

Customer Relationship Management (CRM) System

Reference number

DN518794

#### II.1.2) Main CPV code

• 48445000 - Customer Relation Management software package

## II.1.3) Type of contract

Supplies

## II.1.4) Short description

Torbay Council has entered into an agreement with a provider for the supply, implementation and licensing of an improved customer relationship management (CRM) system.

## II.1.6) Information about lots

This contract is divided into lots: No

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

Lowest offer: £510,953 / Highest offer: £878,953 taken into consideration

## II.2) Description

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

• 72212445 - Customer Relation Management software development services

#### II.2.3) Place of performance

**NUTS** codes

• UKK42 - Torbay

## II.2.4) Description of the procurement

Torbay Council has entered into an agreement with a provider for the supply, implementation and licensing of an improved customer relationship management (CRM) system.

## II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Cost / Weighting: 50

## 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>2021/S 000-000228</u>

# 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**

**TTRAN3220** 

## **Title**

Customer Relationship Management (CRM) System

A contract/lot is awarded: Yes

## V.2) Award of contract

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

12 November 2021

## V.2.2) Information about tenders

Number of tenders received: 20

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

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

Civica UK Limited

Southbank Central, 30 Stamford Street

London

SE1 9LQ

Email

richard.baglow@civica.co.uk

Telephone

+44 1137330647

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

National registration number

01628868

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: £300,000

Lowest offer: £510,953 / Highest offer: £878,953 taken into consideration

# **Section VI. Complementary information**

# VI.4) Procedures for review

VI.4.1) Review body

Legal Services, Torbay Council

Town Hall, Castle Circus

Torquay

TQ1 3DR

Country

United Kingdom