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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: [2021/S 000-000228](#)

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