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Contract

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

London Borough of Hammersmith and Fulham

F03: Contract award notice

Notice identifier: 2025/S 000-029581

Procurement identifier (OCID): ocds-h6vhtk-052bbb

Published 3 June 2025, 3:24pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

London Borough of Hammersmith and Fulham

Town Hall, king street

London

W6 9JU

#### **Email**

[procurement@lbhf.gov.uk](mailto:procurement@lbhf.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI33 - Kensington & Chelsea and Hammersmith & Fulham

#### **Internet address(es)**

Main address

[www.capitalesourcing.com](http://www.capitalesourcing.com)

Buyer's address

<https://www.lbhf.gov.uk/>

#### **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**

Customer Relationship Management (CRM) System

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Contract for the provision of a system that provides CRM lite, a customer portal and an E-forms package.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

Value excluding VAT: £250,010

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKI33 - Kensington & Chelsea and Hammersmith & Fulham

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

Contract for the provision of a system that provides CRM lite, a customer portal and an E-forms package.

### **II.2.5) Award criteria**

Price

### **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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Framework call-off

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

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

26 October 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 1

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

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

Granicus-Firmstep Limited

London

Country

United Kingdom

NUTS code

- UKI31 - Camden and City of London

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £250,010

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Royal Courts of Justice

London

Country

United Kingdom