

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/029581-2025>

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

Country

United Kingdom

Region code

UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Internet address(es)

Main address

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

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

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom