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Contract

Provision of a Corporate CRM System

Aberdeenshire Council

F03: Contract award notice

Notice identifier: 2025/S 000-030072

Procurement identifier (OCID): ocds-h6vhtk-04ea7b

Published 5 June 2025, 8:50am

Section I: Contracting authority

I.1) Name and addresses

Aberdeenshire Council

Woodhill House, Westburn Road

Aberdeen

AB16 5GB

Email

CPSSProcurement@aberdeencity.gov.uk

Telephone

+44 1467539600

Country

United Kingdom

NUTS code

UKM50 - Aberdeen City and Aberdeenshire

Internet address(es)

Main address

<http://www.aberdeenshire.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00232

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

Provision of a Corporate CRM System

Reference number

CRN00039552

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

The purpose of this Invitation to Tender (“ITT”) is to invite tenders for the provision of a

Corporate CRM System in accordance with the requirements detailed in the attached documents.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48445000 - Customer Relation Management software package

II.2.3) Place of performance

NUTS codes

- UKM50 - Aberdeen City and Aberdeenshire

Main site or place of performance

Aberdeenshire

II.2.4) Description of the procurement

The purpose of this Invitation to Tender (“ITT”) is to invite tenders for the provision of a Corporate CRM System in accordance with the requirements detailed in this document.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

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.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-008337](#)

Section V. Award of contract

Contract No

CRN00039552

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

(SC Ref:800761)

VI.4) Procedures for review

VI.4.1) Review body

Aberdeen Sheriff Court

Aberdeen

Country

United Kingdom