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Tender

## **Provision for a customer relationship management (CRM) system**

Chief Executive's Service

F02: Contract notice

Notice identifier: 2022/S 000-030771

Procurement identifier (OCID): ocids-h6vhtk-037df0

Published 1 November 2022, 10:01am

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

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

Chief Executive's Service

Civic Centre, Pontypool

Pontypool

NP4 6YB

#### **Contact**

Nicola Radcliffe

#### **Email**

[nicola.ratcliffe@torfaen.gov.uk](mailto:nicola.ratcliffe@torfaen.gov.uk)

#### **Telephone**

+44 7970968586

#### **Country**

United Kingdom

**NUTS code**

UKL16 - Gwent Valleys

**Internet address(es)**

Main address

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

Buyer's address

[http://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0498](http://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0498)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://supplierlive.proactisp2p.com/Account/Login>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com/Account/Login>

**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**

Provision for a customer relationship management (CRM) system

Reference number

T.4500

#### **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**

Torfaen County Borough Council (TCBC) requirements are for a customer relationship management (CRM) system. This will be for an initial period of three years with the option to extend up to a further 24 months in total, further information is contained within the procurement documents

#### **II.1.5) Estimated total value**

Value excluding VAT: £380,000

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

This contract is divided into lots: No

### **II.2) Description**

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

- 48000000 - Software package and information systems
- 72212445 - Customer Relation Management software development services
- 48445000 - Customer Relation Management software package
- 48781000 - System management software package

- 48782000 - Storage management software package
- 48783000 - Content management software package

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

NUTS codes

- UKL16 - Gwent Valleys

Main site or place of performance

Torfaen

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

The TCBC Customer Services team consist of 27 people who handle approximately 200,000 contacts via phone, face to face, email and social media per annum. The team work remotely as well as from offices in Pontypool, Blaenavon and Cwmbran. The current CRM is used to record all requests for service, these are passed to the service departments via the system or as email, depending on the service requirements. At present, there has been no integration undertaken with back office applications. Most information requests are not recorded to save time whilst handing contacts.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

There is an option to extend the contract for a further period of up to 24 months in total

### **II.2.10) Information about variants**

Variants will be accepted: No

### **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 III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

As stated in the procurement documents

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## **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

2 December 2022

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English, Welsh

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

2 December 2022

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

## **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

## **VI.3) Additional information**

The tender and all supporting documentation are only available from the Proactis Supplier Portal, which can be directly accessed following registration.

NB: Tender information and any questions and answers relating to the tender will only be available directly from the portal and will not be communicated by any other means.

Tender submissions will only be accepted via the portal and not by any other means unless otherwise agreed in writing by the Council.

E-Tender access information:

— Go to <https://supplierlive.proactisp2p.com/Account/Login>

You can access the opportunity by completing the following steps:

If you have not already signed-up to the Proactis Supplier Portal, click "Signup", complete the required information and then click "Register".

— Registration should only be performed once for each Organisation.

— If you think that someone in your Organisation may have already registered on this Portal then you must not register again.

— Please contact the Primary Contact in order to arrange access to the Portal.

An activation email will be sent to the email address of your primary contact.

Click on the link contained within the email to activate your account.

Sign into the Proactis Supplier Portal by entering your Login Name that you previously provided. Enter the temporary password that was provided in the activation e-mail.

Complete the Self Registration/Organisation Details. Click the arrows to move from page to page; on page 8, create a new password.

Click "Complete Registration"

Click on the Red Box marked "Opportunities", type Torfaen in the box at the top of the page called "Search by customer reference, title or customer name..." and click "Search"

Identify the Opportunity with the title of "T.4500- Provision for a customer relationship management (CRM) system "and click the White Arrow in a Blue Circle on the right-hand side of the line.

Click "Register Interest" Then click the Telescope button on the left-hand side of the page, then enter "Torfaen" in the box at the top of the page called "Search by customer reference, title or customer name... and click "Search".

You will now see that the "T.4500- Provision for a customer relationship management (CRM) system "opportunity now to Private. Click the White Arrow in a Blue Circle.

It is recommended that you read the information provided in the documents that can be found if you click the line marked "Request Documents" before attempting to answer any of the questions.

(WA Ref:126113)

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

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

The High Court

Royal Courts Of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom