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Planning

LLDC Group Customer Relationship Management System

London Legacy Development Corporation

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-031267

Procurement identifier (OCID): ocids-h6vhtk-040e65

Published 23 October 2023, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

London Legacy Development Corporation

5 Endeavour Square

London

E20 1JN

Contact

Fotis Bountalis

Email

RobertHughes@londonlegacy.co.uk

Telephone

+44 123456789

Country

United Kingdom

Region code

UKI4 - Inner London – East

Internet address(es)

Main address

<https://www.queenelizabetholympicpark.co.uk/>

Buyer's address

<https://www.queenelizabetholympicpark.co.uk/>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Other type

Mayoral Corporation

I.5) Main activity

Other activity

Regeneration

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

LLDC Group Customer Relationship Management System

Reference number

PIP-222810-02

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Audience Profiling and Customer Relationship Management Solution System for LLDC & LLDC Group. This Market Sounding Questionnaire (MSQ) is issued by London Legacy Development Corporation (LLDC) and seeks to obtain market feedback in relation Customer Relationship Management (CRM) System for Queen Elizabeth Olympic Park (QUEOP). The primary focus is to better understand market/supplier appetite, capacity and capability, as well as perceived risks and opportunities. LLDC is part of the Greater London Authority family led by Mayor of London. Feedback Request: Feedback is requested in relation to the proposal described within this document. Your feedback is important as it will allow views from the market to inform the development and finalisation of the procurement strategy. LLDC would greatly appreciate your feedback in the form of a response to the questionnaire. All responses will be treated confidentially. Following analysis, a high level summary report will be issued to participants of the market engagement giving an overview of the general themes and findings, but no participant will be mentioned by name in the report. This exercise does not form part of any formal procurement process. All responses will be carefully considered but will not bind LLDC to any particular approach to the procurement, nor will responses be treated as conveying any promise or commitment on the part of the respondent. For your feedback to be taken into account, your completed MSQ must be received by 20 November 2023. To participate to the EME, please use <https://forms.office.com/e/SqJNx0AAaY>

II.1.5) Estimated total value

Value excluding VAT: £300,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI4 - Inner London – East

Main site or place of performance

Inner London – East

II.2.4) Description of the procurement

LLDC would like to procure an IT software for Customer Relationship System (CRM). Within this PIN notice are running an Early Market Engagement. The Early Market Engagement (EME) for the LLDC Group CRM System is a strategic step to gather essential information, assess vendor suitability, and lay the groundwork for a successful CRM system implementation tailored to the unique needs of LLDCs. feedback is requested in relation to the proposal described within this document. Your feedback is important as it will allow views from the market to inform the development and finalisation of the procurement strategy. LLDC would greatly appreciate your feedback in the form of a response to the questionnaire. All responses will be treated confidentially. Following analysis, a high level summary report will be issued to participants of the market engagement giving an overview of the general themes and findings, but no participant will be mentioned by name in the report. This exercise does not form part of any formal procurement process. All responses will be carefully considered but will not bind LLDC to any particular approach to the procurement, nor will responses be treated as conveying any promise or commitment on the part of the respondent. For your feedback to be taken into account, your completed MSQ must be received by 20 November 2023. Please use the:

<https://forms.office.com/e/SqJNx0AAaY> LLDC will manage the early market engagement process in an open and transparent manner to maximise the possible benefits. Direct or indirect canvassing of any LLDC employee or agent concerning this requirement, or any attempt to procure information from any LLDC employee or agent concerning this Prior Information Notice outside of the formal process described in this document may result in disqualification from consideration for any future procurement activity. This Prior Information Notice is issued solely for the purpose of conducting a market engagement

exercise and does not constitute any commitment by LLDC to undertake any public procurement exercise in the future. LLDC will not enter into a contract based solely on the responses to this Prior Information Notice and no information contained in this document or in any communication made between LLDC and any interested party in connection with this shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered.

II.2.14) Additional information

LLDC is under no obligation to follow up this market engagement exercise in any way or with any interested parties. LLDC is not liable for any costs, fees or expenses incurred by any party participating in this market engagement exercise. LLDC cannot guarantee it will incorporate all or any feedback received into any subsequent procurement process.

II.3) Estimated date of publication of contract notice

22 January 2024

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=816066326>

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