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Award

## **CORPORATE CUSTOMER RELATIONSHIP MANAGEMENT SOLUTION**

Rhondda Cynon Taf CBC

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-033861

Procurement identifier (OCID): ocds-h6vhtk-050140 ([view related notices](#))

Published 19 June 2025, 5:22pm

### **Scope**

### **Reference**

RCT02

### **Description**

Provision of a Customer Relationship Management (CRM) solution with a strong focus on case management and IT service management (ITSM).

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### **Contract 1. CORPORATE CUSTOMER RELATIONSHIP**

## MANAGEMENT SOLUTION

### Supplier

- [Computacenter \(UK\) Limited](#)

### Contract value

- £1,658,836 excluding VAT
- £1,990,606 including VAT

Above the relevant threshold

### Award decision date

19 June 2025

### Date assessment summaries were sent to tenderers

19 June 2025

### Standstill period

- End: 30 June 2025
- 8 working days

### Earliest date the contract will be signed

1 July 2025

### **Contract dates (estimated)**

- 2 July 2025 to 30 June 2030
- Possible extension to 30 June 2032
- 6 years, 11 months, 30 days

Description of possible extension:

2 year period

### **Main procurement category**

Services

### **Options**

The right to additional purchases while the contract is valid.

Additional componentry to meet needs of the Council in regards to a CRM solution.

### **CPV classifications**

- 48000000 - Software package and information systems
- 72200000 - Software programming and consultancy services

### **Contract locations**

- UKL15 - Central Valleys
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## Information about tenders

- 7 tenders received
- 1 tender assessed in the final stage:
  - 0 submitted by small and medium-sized enterprises (SME)
  - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 0 suppliers unsuccessful (details included for contracts over £5 million)

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## Submission

### Submission type

Tenders

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## Procedure

### Procedure type

Competitive flexible procedure

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## Supplier

## **Computacenter (UK) Limited**

- Public Procurement Organisation Number: PXJG-2537-XHYY

Hatfield Avenue, Hatfield,

Hertfordshire, United Kingdom,

AL10 9TW

United Kingdom

Email: [Joe.Carlin@computacenter.com](mailto:Joe.Carlin@computacenter.com)

Region: UKH23 - Hertfordshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Connected people/organisations:

Computacenter Plc

Computacenter, Hatfield Avenue, Hatfield, Hertfordshire, England, AL10 9TW

Associated people/organisations:

NA

Contract 1. CORPORATE CUSTOMER RELATIONSHIP MANAGEMENT SOLUTION

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## Contracting authority

### Rhondda Cynon Taf CBC

- Public Procurement Organisation Number: PDXZ-9391-VHZQ

2 Llys Cadwyn

Porth

CF37 4TH

United Kingdom

Contact name: RCT Procurement

Email: [procurement@rctcbc.gov.uk](mailto:procurement@rctcbc.gov.uk)

Website: <http://www.rctcbc.gov.uk/>

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales