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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).

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

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)

Submission

Submission type

Tenders

Procedure

Procedure type

Competitive flexible procedure

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

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

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

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

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales