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Contract

Complaints and Members Enquiries Solution

LONDON BOROUGH OF NEWHAM

F03: Contract award notice

Notice identifier: 2024/S 000-034107

Procurement identifier (OCID): ocds-h6vhtk-04b007

Published 22 October 2024, 11:37am

Section I: Contracting authority

I.1) Name and addresses

LONDON BOROUGH OF NEWHAM

Building 1000,Dockside Road

LONDON

E162QU

Email

procurement.support@newham.gov.uk

Country

United Kingdom

Region code

UKI41 - Hackney and Newham

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.newham.gov.uk

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

Complaints and Members Enquiries Solution

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Complaints and Members Enquiries Solution - Delivery partner capable of customising and developing the CRM platform required by Newham

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £195,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI41 - Hackney and Newham

II.2.4) Description of the procurement

Complaints and Members Enquiries Solution - Delivery partner capable of customising and developing the CRM platform required by Newham

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Desktop evaluation using CCS GCloud 13

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

5 June 2024

V.2.2) Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

HSO Enterprise Solutions Ltd

Sale

M33 7RR

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

09910591

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £195,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

Holborn, London

WC2A 2LL

Country

United Kingdom