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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](mailto: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](http://www.newham.gov.uk)

**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**

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

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## **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

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## **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

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## **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