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Planning

Customer Relationship Management System

West Yorkshire Combined Authority

F01: Prior information notice
Prior information only
Notice identifier: 2022/S 000-034594
Procurement identifier (OCID): ocds-h6vhtk-038b4f
Published 7 December 2022, 10:24am

Section I: Contracting authority

I.1) Name and addresses

West Yorkshire Combined Authority

Wellington House, 40-50 Wellington Street

Leeds

LS1 2DE

Contact

James Firth

Email

james.firth@westyorks-ca.gov.uk

Country

United Kingdom

Region code

UKE - Yorkshire and the Humber

National registration number

8876556

Internet address(es)

Main address

https://www.westyorks-ca.gov.uk

Buyer's address

https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/103257

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://uk.eu-supply.com/ctm/Supplier/Documents/Folder/52875

Additional information can be obtained from the above-mentioned address

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

Customer Relationship Management System

Reference number

48112

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The Combined Authority is investing in technology to transform how it, and its Local Authority partners, support businesses and individuals with support and funding. The system must sit within the Microsoft Architecture (as per the Combined Authority's position as a Microsoft House) to support interoperability of systems and ease of use for employees.

The primary objectives of the new system are to:

• Provide businesses and individuals with an excellent customer service

• Provide coordinated support to businesses and individuals through the sharing of appropriate information between the proposed system, and those used by the five West Yorkshire Local Authorities.

• Integrate with existing Combined Authority Microsoft applications to ensure ease of use for officers.

• Use integrations with other internal and external datasets to improve data quality, segmentation and targeting, marketing and customer communications.

II.1.5) Estimated total value

Value excluding VAT: £185,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

• UKE - Yorkshire and the Humber

II.2.4) Description of the procurement

Open tender for a new Customer Relationship Management (CRM) system to manage the effective delivery of the Combined Authority's support to businesses and individuals.

The primary objectives of the new system are to:

• Provide businesses and individuals with an excellent customer service

• Provide coordinated support to businesses and individuals through the sharing of appropriate information between the proposed system, and those used by the five West Yorkshire Local Authorities.

• Integrate with existing Combined Authority Microsoft applications to ensure ease of use for officers.

• Use integrations with other internal and external datasets to improve data quality, segmentation and targeting, marketing and customer communications.

• Provide the Combined Authority with administrative and development control over most functionality, including the development of new programmes and applications processes.

The project reference and title on YORtender is 48112 - Customer Relationship Management System. Any clarification questions and bids must be made through the YORtender portal.

II.3) Estimated date of publication of contract notice

31 January 2023

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