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Contract

Connect to Work Programme - CRM Software as a Service

The Mayor and Commonalty and Citizens of the City of London

F03: Contract award notice

Notice identifier: 2025/S 000-036781

Procurement identifier (OCID): ocds-h6vhtk-04d5c4

Published 2 July 2025, 1:00pm

Section I: Contracting authority

I.1) Name and addresses

The Mayor and Commonalty and Citizens of the City of London

Po Box 270, Guildhall

London

EC2P 2EJ

Email

Taiwo.Muraina-Akinboade@cityoflondon.gov.uk

Telephone

+44 2076063030

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://www.cityoflondon.gov.uk>

Buyer's address

<https://cityoflondon.ukp.app.jaggaer.com>

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

Connect to Work Programme - CRM Software as a Service

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

The City of London Corporation has now establish an agreement with ICONI Software Ltd for the provision of a CRM Software as a Service (SaaS) as part of the Department for Work and Pensions Connect to Work Programme.

The duration of the contract is 5 years only.

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: £490,208.77

II.2) Description

II.2.2) Additional CPV code(s)

- 48445000 - Customer Relation Management software package

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The Department for Work and Pensions (DWP) is launching Connect to Work programme (formerly known as Universal Support), an employment programme aimed at assisting disabled individuals and unemployed people with complex needs in securing employment.

Central London Forward (CLF), hosted by the City of London Corporation, has been appointed as the accountable body for the Connect to Work programme in central London.

CLF is a strategic sub-regional partnership encompassing the local authorities of: Camden Council, City of London Corporation, Hackney Council, Haringey Council, Islington Council, Royal Borough of Kensington and Chelsea, Lambeth Council, Lewisham Council, Southwark Council, Tower Hamlets Council, Wandsworth Council, Westminster City Council.

To effectively manage contract delivery in line with DWP requirements, there is a need for a Customer Relationship Management (CRM) System to be shared with all delivery partners. The system must capture the end-to-end customer journey and meet all Management Information (MI) requirements as outlined in the Grant Guidance.

This has now been awarded to ICONI Software Ltd after an Open FTS

The duration of the agreement is 5 years only.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 55

Quality criterion - Name: Responsible Procurement / Weighting: 15

Quality criterion - Name: Commercial / Weighting: 30

Price - Weighting: 100

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-002395](#)

Section V. Award of contract

Contract No

COL_30695

Title

Connect to Work Programme - CRM Software as a Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 June 2025

V.2.2) Information about tenders

Number of tenders received: 12

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

V.2.3) Name and address of the contractor

ICONI Software Ltd

The Hatchery Ni, Unit 19 Antrim Enterprise Park, Antrim, Northern Ireland, company number NI038469

Antrim

BT41 1JZ

Country

United Kingdom

NUTS code

- UKN0 - Northern Ireland

National registration number

NI038469

The contractor is an SME

Yes

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

Total value of the contract/lot: £490,208.77

Section VI. Complementary information

VI.3) Additional information

The award for the Contract is based on the most advantageous tender to the City in terms of the Commercial, Technical and Responsible Procurement elements evaluated for the provision of the Connect to Work Programme CRM Software as a Service as set out in the Tender Specification and associated documents and is subject to the agreement of the Terms and Conditions and the scope of the contract.

All tenders received by the City were evaluated on a 55%/15%/30% Quality- Responsible Procurement-Price ratio as set out in the Instructions to Tender Section 7 (Tender Evaluation Methodology and Contract Award). ICONI Software Ltd scored 80.24% out of a maximum of 100.00% against the pre-determined award criteria.

Their tender, in respect of the technical and Responsible Procurement criteria was ranked in 1st place with a score of 62.20% and ranked 4th place in pricing with a score of 18.04%.

This has now been awarded to ICONI Software Ltd.

Duration of contract is 5 years only.

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

High Court of England and Wales

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

High Court of England and Wales

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom