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Contract

CORPORATE CUSTOMER RELATIONSHIP MANAGEMENT SOLUTION

Rhondda Cynon Taf CBC

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-036982

Procurement identifier (OCID): ocds-h6vhtk-050140 ([view related notices](#))

Published 3 July 2025, 8:53am

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

Date signed

1 July 2025

Contract dates

- 1 July 2025 to 30 June 2030
- Possible extension to 30 June 2032
- 7 years

Description of possible extension:

2 additional years

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

Justification for not setting key performance indicators

Under £5m

Submission

Submission type

Tenders

Other information

Conflicts assessment prepared/revised

Yes

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): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. CORPORATE CUSTOMER RELATIONSHIP MANAGEMENT SOLUTION

Contracting authority

Rhondda Cynon Taf CBC

- Public Procurement Organisation Number: PDXZ-9391-VHZQ

2 Llys Cadwyn

Pontypridd

CF37 4TH

United Kingdom

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