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Contract

PKC12376 Customer Services Platform

Perth & Kinross Council

F03: Contract award notice

Notice identifier: 2024/S 000-038993

Procurement identifier (OCID): ocds-h6vhtk-04c20c

Published 4 December 2024, 9:25am

Section I: Contracting authority

I.1) Name and addresses

Perth & Kinross Council

2 High Street

Perth

PH1 5PH

Contact

Wendy Morrison

Email

wjmorrisson@pkc.gov.uk

Telephone

+44 1738475000

Country

United Kingdom

NUTS code

UKM77 - Perth & Kinross and Stirling

Internet address(es)

Main address

<http://www.pkc.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00372

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

PKC12376 Customer Services Platform

Reference number

PKC12376

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Provision of a Customer Services Platform.

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: £256,680.43

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKM77 - Perth & Kinross and Stirling

II.2.4) Description of the procurement

Procurement of a Customer Services Platform for managing customer services and interactions efficiently.

II.2.5) Award criteria

Price

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

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

- The services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

System used in Council for a number of years and can only be provided by single supplier.

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

Contract No

PKC12376

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

29 November 2024

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Granicus Firmstep Limited

7 Harp Lane

London

EC3R 6RP

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

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

Total value of the contract/lot: £256,680.43

Section VI. Complementary information

VI.3) Additional information

(SC Ref:784885)

VI.4) Procedures for review

VI.4.1) Review body

Perth Sheriff Court

Tay

Perth

Country

United Kingdom