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Planning

NCC1433 CRM Replacement Market Engagement

Northumberland County Council

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-040614

Procurement identifier (OCID): ocds-h6vhtk-04c8c5

Published 17 December 2024, 2:37pm

Section I: Contracting authority

I.1) Name and addresses

Northumberland County Council

County Hall

Morpeth

NE61 2EF

Contact

Mrs Deborah Beckwith

Email

deborah.beckwith@northumberland.gov.uk

Telephone

+44 7920240571

Country

United Kingdom

Region code

UKC21 - Northumberland

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

NCC1433 CRM Replacement Market Engagement

Reference number

DN755768

II.1.2) Main CPV code

- 72212445 - Customer Relation Management software development services

II.1.3) Type of contract

Services

II.1.4) Short description

Northumberland County Council is exploring the procurement of a strategic platform for providing a proactive customer experience, automating processes and providing workflow, all of which will improve our efficiency and the quality of the experience we can offer to our customers and staff.

A Market Engagement document has been developed and is available for download, completion and return via the ProContract Tender Portal - www.procontract.due-north.com

The submission date for return of the Market Engagement document is Friday 10th January 2025 at 12 Noon.

Any queries relating to the Market Engagement Document are to be communicated via the ProContract Tender Portal - www.procontract.due-north.com

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48445000 - Customer Relation Management software package

II.2.3) Place of performance

NUTS codes

- UKC21 - Northumberland

II.2.4) Description of the procurement

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II.3) Estimated date of publication of contract notice

10 February 2025

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