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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](mailto: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

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## 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](http://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](http://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

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## **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