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Contract

CRM System Configuration

South Yorkshire Mayoral Combined Authority

F03: Contract award notice

Notice identifier: 2025/S 000-064674

Procurement identifier (OCID): ocds-h6vhtk-05ae17

Published 13 October 2025, 11:42am

Section I: Contracting authority

I.1) Name and addresses

South Yorkshire Mayoral Combined Authority

11 Broad Street West

Sheffield

S12BQ

Contact

Donna Fowler

Email

donna.fowler@southyorkshire-ca.gov.uk

Telephone

+44 1142203362-3362

Country

United Kingdom

Region code

UKE32 - Sheffield

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.southyorkshire-ca.gov.uk>

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

CRM System Configuration

II.1.2) Main CPV code

- 72265000 - Software configuration services

II.1.3) Type of contract

Services

II.1.4) Short description

Contract award for CRM system configuration

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: £2,000,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE3 - South Yorkshire

II.2.4) Description of the procurement

Provision of services in relation to a Microsoft Dynamics 365 CRM transformation. This will deliver a cloud-based, future-ready platform that addresses the Buyer's needs for improved service delivery, operational efficiency, and data-driven decision-making.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

II.2.11) Information about options

Options: 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 procurement falls outside the scope of application of the regulations

Explanation:

Direct award via GCloud 14 framework agreement

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

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 May 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

TTEC Consulting Limited

London

Country

United Kingdom

NUTS code

- UKE3 - South Yorkshire

Companies House

03424866

Internet address

<https://www.southyorkshire-ca.gov.uk/>

The contractor is an SME

No

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

Total value of the contract/lot: £2,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

South Yorkshire Mayoral Combined Authority

Sheffield

Country

United Kingdom