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Contract

## **Supply, Implementation of a Customer Relationship Management Solution**

Dover District Council

F03: Contract award notice

Notice identifier: 2025/S 000-065088

Procurement identifier (OCID): ocds-h6vhtk-04d4c4

Published 14 October 2025, 11:15am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Dover District Council

Council Offices, White Cliffs Business Park

Whitfield, Dover

CT163PJ

#### **Contact**

Dean Coulls

#### **Email**

[dean.coulls@dover.gov.uk](mailto:dean.coulls@dover.gov.uk)

#### **Telephone**

+44 1304872424

#### **Country**

United Kingdom

**Region code**

UKJ44 - East Kent

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.dover.gov.uk>

**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**

Supply, Implementation of a Customer Relationship Management Solution

**II.1.2) Main CPV code**

- 48000000 - Software package and information systems

**II.1.3) Type of contract**

Supplies

**II.1.4) Short description**

Award of contract for the supply, implementation and maintenance of a Customer Relationship Management solution commencing 8th October 2025 for an initial three year

period.

#### **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: £367,755

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKJ44 - East Kent

#### **II.2.4) Description of the procurement**

Award of contract for the supply, implementation and maintenance of a Customer Relationship Management solution commencing 8th October 2025 for an initial three year period.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

#### **II.2.11) Information about options**

Options: Yes

Description of options

Provision to extend for a further two years (in twelve monthly increments) unless terminated in accordance with the Conditions of the Contract.

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## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Open procedure

#### IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

### IV.2) Administrative information

#### IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-001913](#)

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## 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

8 October 2025

#### V.2.2) Information about tenders

Number of tenders received: 21

Number of tenders received by electronic means: 21

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

#### V.2.3) Name and address of the contractor

Netcall Technology Limited

Suite 203, Bedford Heights, Brickhill Drive

Bedford

MK41 7PH

Country

United Kingdom

NUTS code

- UKH - East of England

Companies House

02831215

The contractor is an SME

Yes

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

Total value of the contract/lot: £367,755

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court of England and Wales

Strand

London

WC2A 2LL

Country

United Kingdom