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Contract

Customer Relationship Management (CRM) System

Nottinghamshire County Council

F03: Contract award notice

Notice identifier: 2025/S 000-065150

Procurement identifier (OCID): ocds-h6vhtk-05cc39

Published 14 October 2025, 12:36pm

Section I: Contracting authority

I.1) Name and addresses

Nottinghamshire County Council

County Hall, Loughborough Road

Nottingham

NG27QP

Contact

Fraser Walker

Email

fraser.walker@nottscc.gov.uk

Country

United Kingdom

Region code

UKF16 - South Nottinghamshire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.nottinghamshire.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

Customer Relationship Management (CRM) System

II.1.2) Main CPV code

- 72268000 - Software supply services

II.1.3) Type of contract

Services

II.1.4) Short description

An effective CRM to log, record and be able to report on Complaints/ Correspondence/ FOI's/ SAR's/ Police requests & Data Incidents.

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: £105,900

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)

- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

II.2.4) Description of the procurement

Nottinghamshire County Council has awarded a contract for the provision of cloud-based software services via a call-off under the Crown Commercial Service G-Cloud 14 Framework Agreement (RM1557.14), Lot 2: Cloud Software.

The contract supports the delivery of an effective CRM to log, record and be able to report on Complaints/Correspondence/FOI's/SAR's/Police Requests and Data Incidents. The supplier was selected following a desktop evaluation of available services on the Digital Marketplace, in accordance with the framework's terms and conditions.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

This Call-Off Contract can be extended by the Buyer for one period

of up to 12 months,

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:

The contract was awarded via a compliant call-off under the Crown Commercial Service G-Cloud 14 Framework Agreement (RM1557.14), Lot 2: Cloud Software.

In accordance with the framework's terms and the Public Contracts Regulations 2015, Nottinghamshire County Council conducted a desktop evaluation of pre-approved supplier offerings listed on the Digital Marketplace. A total of 17 suppliers were longlisted based on their ability to meet the Council's functional requirements, pricing structure, and service availability.

Following a comprehensive review of published service descriptions, pricing, and terms, the selected supplier Digital Interactive Ltd was identified as the only provider able to deliver all required modules and meet every specification criterion without the need for bespoke development or additional procurement.

The framework permits direct award without further competition where a single supplier demonstrably meets all requirements. This approach ensures transparency, value for money, and full compliance with the framework's call-off procedure.

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

DN780459

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 September 2025

V.2.2) Information about tenders

Number of tenders received: 17

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

V.2.3) Name and address of the contractor

Digital Interactive Limited

20-22 Wenlock Road, London, N1 7GU

London

N1 7GU

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

05189963

The contractor is an SME

No

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

Total value of the contract/lot: £105,900

Section VI. Complementary information

VI.3) Additional information

This contract was awarded via a compliant call-off under the Crown Commercial Service G-Cloud 14 Framework Agreement (RM1557.14), Lot 2: Cloud Software.

The supplier was selected following a desktop evaluation of available services on the Digital Marketplace, in accordance with the framework's terms and conditions and the Public Contracts Regulations 2015.

VI.4) Procedures for review

VI.4.1) Review body

The Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom