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Contract

Provision of CRM system

Bath & North East Somerset Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-067060

Procurement identifier (OCID): ocids-h6vhtk-05d0a0

Published 21 October 2025, 12:10pm

Scope

Reference

DN783583

Description

Provision of CRM system and integration with new ticketing system Expian

Contract 1. Provision of CRM system

Supplier

- Good Technologies Limited

Contract value

- £27,758 excluding VAT
- £33,309 including VAT

Below the relevant threshold

Date signed

13 October 2025

Contract dates

- 16 October 2025 to 15 October 2027
- 2 years

Main procurement category

Goods

CPV classifications

- 48400000 - Business transaction and personal business software package

Contract locations

- UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Procedure

Procedure type

Below threshold - without competition

Supplier

Good Technologies Limited

Jactin House, 24 Hood Street

Manchester

M4 6WX

United Kingdom

Email: steph@goodcrm.co.uk

Region: UKD33 - Manchester

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision of CRM system

Contracting authority

Bath & North East Somerset Council

- Public Procurement Organisation Number: PLVH-3287-JWJV

The Guildhall

Bath

BA1 5AW

United Kingdom

Email: procurement@bathnes.gov.uk

Region: UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Organisation type: Public authority - sub-central government