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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): ocds-h6vhtk-05d0a0

Published 21 October 2025, 12:10pm

### **Scope**

### **Reference**

DN783583

### **Description**

Provision of CRM system and integration with new ticketing system Expian

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### **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

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## Procedure

### Procedure type

Below threshold - without competition

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## Supplier

### Good Technologies Limited

Jactin House, 24 Hood Street

Manchester

M4 6WX

United Kingdom

Email: [steph@goodcrm.co.uk](mailto: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](mailto:procurement@bathnes.gov.uk)

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

Organisation type: Public authority - sub-central government