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Contract

180892 DA01 Award of CRM replacement

Moray Council

F03: Contract award notice

Notice identifier: 2025/S 000-082899

Procurement identifier (OCID): ocds-h6vhtk-02d28a

Published 15 December 2025, 1:35pm

Section I: Contracting authority

I.1) Name and addresses

Moray Council

High Street

Elgin

IV30 1BX

Contact

Elaine Summerfield

Email

procurement@moray.gov.uk

Telephone

+44 1343563137

Country

United Kingdom

NUTS code

UKM62 - Inverness & Nairn and Moray, Badenoch & Strathspey

Internet address(es)

Main address

<http://www.moray.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00160

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

180892 DA01 Award of CRM replacement

Reference number

180892 DA01

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Provision of a CRM system for Moray Council as a call off from software value added reseller services framework (SP-21-034)

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: £511,938.92

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKM62 - Inverness & Nairn and Moray, Badenoch & Strathspey

Main site or place of performance

Elgin, Moray

II.2.4) Description of the procurement

Call off from Scottish Procurement software value added reseller services framework (SP-21-034) for the supply of a CRM replacement system (Netcall)

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

II.2.11) Information about options

Options: Yes

Description of options

This agreement may be extended for a period of 2*12 months

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: 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:

This is a legitimate call off from software value added reseller services framework (SP-21-034), which was advertised in the UK e-notification service

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: [2022/S 000-026441](#)

Section V. Award of contract

Contract No

18/0892 DA01

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

5 December 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Computacenter

First Floor, Computacenter (UK) Ltd, Leven House, , 10 Lochside Place, South Gyle

Edinburgh

EH12 9DF

Country

United Kingdom

NUTS code

- UKM75 - Edinburgh, City of

The contractor is an SME

No

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

Total value of the contract/lot: £511,938.92

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Value excluding VAT: £511,938.92

Proportion: 100 %

Short description of the part of the contract to be subcontracted

Will be subcontracted to Netcall.

Section VI. Complementary information

VI.3) Additional information

(SC Ref:818552)

VI.4) Procedures for review

VI.4.1) Review body

Elgin Sherriff Court

Sheriff Courthouse, High Street

Elgin

IV30 1BU

Email

elgin@scotcourts.gov.uk

Telephone

+44 343542505

Country

United Kingdom

Internet address

<https://scotcourts.gov.uk/>

VI.4.2) Body responsible for mediation procedures

Elgin Sherriff Court

Sheriff Courthouse, High Street

Elgin

IV30 1BU

Email

elgin@scotcourts.gov.uk

Telephone

+44 343542505

Country

United Kingdom

Internet address

<https://scotcourts.gov.uk/>