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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

 $\underline{https://www.publiccontractsscotland.gov.uk/search/Search}\underline{AuthProfile.aspx?ID=AA0016}$ 

## 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/