

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/084985-2025>

Contract

Customer Services CRM System

Melton Borough Council

F03: Contract award notice

Notice identifier: 2025/S 000-084985

Procurement identifier (OCID): ocds-h6vhtk-05fa8c

Published 19 December 2025, 2:48pm

Section I: Contracting authority

I.1) Name and addresses

Melton Borough Council

Parkside

Melton Mowbray

LE131GH

Contact

Charlotte Highcock

Email

chighcock@melton.gov.uk

Country

United Kingdom

Region code

UKF22 - Leicestershire CC and Rutland

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.melton.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 Services CRM System

Reference number

MBC-1098

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Melton Borough Council direct awarded via the G Cloud 14 CCS framework the contract for creating and managing the CRM system for the authority.

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: £257,665

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKF22 - Leicestershire CC and Rutland

II.2.4) Description of the procurement

Melton Borough Council direct awarded via the G Cloud 14 CCS framework the contract for creating and managing the CRM system for the authority.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: 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:

Use of a compliant framework G Cloud 14 CCS

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

1

Lot No

1

Title

Customer Services CRM System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 July 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

IEG4 Limited

Christian Douglass Accountants Limited 2 Jordan Street, Knott Mill,

Manchester

M15 4PY

Country

United Kingdom

NUTS code

- UKF22 - Leicestershire CC and Rutland

Companies House

05733146

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £260,000

Total value of the contract/lot: £257,665

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Welland Procurement

Melton Mowbray

LE13 1GH

Country

United Kingdom