

United Kingdom-Reigate: Customer Relation Management software package
OJ S 62/2017 29/03/2017
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Reigate and Banstead Borough Council

Postal address: Town Hall, Castlefield Road

Town: Reigate

NUTS code: UKJ23 Surrey

Postal code: RH2 0SH

Country: United Kingdom

Contact person: Kenton Reader

E-mail: kenton.reader@reigate-banstead.gov.uk

Telephone: +44 1737276764

Internet address(es):

Main address: www.reigate-banstead.gov.uk

Address of the buyer profile: <https://www.sesharedservices.org.uk/esourcing>

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

RBBC — KR Customer Relationship Management Solution.

Reference number: RBBC - 011891

II.1.2. Main CPV code

48445000 Customer Relation Management software package

II.1.3. Type of contract

Services

II.1.4. Short description

To meet our channel shift aspirations the Authority needs to implement a modern Customer Relationship Management solution (CRM) with a fully featured customer portal that will enable a 'single view of the customer' and integrate with existing Line of Business systems.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 150 000,00 GBP

II.2. Description

II.2.2. Additional CPV code(s)

48445000 Customer Relation Management software package, 48445000 Customer Relation Management software package

II.2.3. Place of performance

NUTS code: UKJ23 Surrey

II.2.4. Description of the procurement

CRM Solution.

II.2.5. Award criteria

Price

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

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 in the OJ S: [2016/S 234-426576](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 20161201-005697

Lot No: N/A

Title:

N/A

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

08/03/2017

V.2.2. Information about tenders

Number of tenders received: 13

Number of tenders received from SMEs: 5

Number of tenders received by electronic means: 13

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

V.2.3. Name and address of the contractor

Official name: Firmstep Limited

National registration number: 4283951

Postal address: 154 - 158, Shoreditch High Street

Town: London

NUTS code: UKJ23 Surrey

Postal code: E1 6HU

Country: United Kingdom

E-mail: enquiries@firmstep.com

Telephone: +44 8454672971

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 150 000,00 GBP

Total value of the contract/lot: 96 540,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Reigate and Banstead Borough Council

Postal address: Town Hall, Castlefield Road

Town: Reigate

Postal code: RH2 0SH

Country: United Kingdom

E-mail: kenton.reader@reigate-banstead.gov.uk

Internet address: www.reigate-banstead.gov.uk

VI.4.2. Body responsible for mediation procedures

Official name: Reigate and Banstead Borough Council

Postal address: Town Hall, Castlefield Road

Town: Reigate

Postal code: RH2 0SH

Country: United Kingdom
E-mail: kenton.reader@reigate-banstead.gov.uk
Telephone: +44 1737276764
Internet address: www.reigate-banstead.gov.uk

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Reigate and Banstead Borough Council
Postal address: Town Hall, Castlefield Road
Town: Reigate
Postal code: RH2 0SH
Country: United Kingdom
E-mail: kenton.reader@reigate-banstead.gov.uk
Telephone: +44 1737276764
Internet address: www.reigate-banstead.gov.uk

VI.5. Date of dispatch of this notice

28/03/2017