

**United Kingdom-Manchester: IT services: consulting, software development, Internet and support
OJ S 158/2019 19/08/2019
Contract award notice
Services**

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: GM Business Support Ltd

Postal address: Lee House, 90 Great Bridgewater St

Town: Manchester

NUTS code: UKD3 Greater Manchester

Postal code: M1 5JW

Country: United Kingdom

Contact person: Nick Batty

E-mail: nick.batty@growthco.uk

Telephone: +44 1612374044

Internet address(es):

Main address: <http://www.businessgrowthhub.com/>

Address of the buyer profile: <http://www.businessgrowthhub.com/>

I.4. Type of the contracting authority

Other type: Private company running publicly funded projects

I.5. Main activity

Other activity: Support to local businesses via public funded projects

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Digital Transformation and CRM Maintenance/Development

Reference number: T18041

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

GC Business Growth Hub wishes to appoint a provider to enter into a contract for the delivery of web-based application development/maintenance and strategic digital transformation support.

GC Business Growth Hub is looking to work closely with a creative and strategic digital partner to reinforce our commitment to digital transformation of the organisation through maintenance and continuous improvement of our customer relationship and contracts management system

'BASIL', as well as future planning of the GC Business Growth Hub's digital transformation strategy.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 000 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

48000000 Software package and information systems

II.2.3. Place of performance

NUTS code: UKD3 Greater Manchester

II.2.4. Description of the procurement

BASIL is a web-based application delivering CRM type functionality to improve the client journey from initial interest to being recommended to many services which meet their business needs. It is also a contracts management tool that helps staff record and monitor KPIs that are compliance checked and verified by our contracts team. Currently, there are 170 active users of the application.

The provider will give on-going support for the in-house application management, addressing application functionality and usability issues as and when required including weekly/monthly calls with in house lead as required.

The provider will also work with GC BGH to create a revised digital strategy that includes the application, as well as other business requirements as they are identified.

II.2.5. Award criteria

Quality criterion - Name: Capability, knowledge and resource / Weighting: 30

Quality criterion - Name: Future development / Weighting: 20

Quality criterion - Name: Case studies / Weighting: 20

Cost criterion - Name: Contract management and value for money / Weighting: 30

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:
yes

Identification of the project: European Regional Development Fund (ERDF)

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

The procurement involves the establishment of a framework agreement

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: [2018/S 209-478995](#)

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

Title:

Digital Transformation and CRM Maintenance/Development

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

01/02/2019

V.2.2. Information about tenders

Number of tenders received: 5

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

V.2.3. Name and address of the contractor

Official name: Techdept Ltd

Town: Sheffield

NUTS code: UKE Yorkshire and the Humber

Postal code: S1 2EX

Country: United Kingdom

The contractor is an SME: yes

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

Total value of the contract/lot: 1 000 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

GC Business Growth Hub is the trading name of GM Business Support Ltd (GMBS), a wholly owned subsidiary of the Growth Company Ltd. GC Business Growth Hub helps ambitious business people to realise their growth potential by offering access to a range of practical services, from assessing growth options to unlocking finance or accessing experienced business mentors.

For more information about GC Business Growth Hub and GM Business Support Ltd, please visit us at: <http://www.businessgrowthhub.com>

You are required to make your ITT submission via the Growth Company In-tend e-tendering platform. You are required to complete a basic registration as a supplier on the In-tend

Supplier Platform at the following web address: <https://in-tendhost.co.uk/manchestergrowthcompany.aspx/Home>

Please note that all mandatory fields (highlighted in yellow on the in-tend portal) must be completed in order to register your organisation.

The framework period will be for a period of 2 years commencing on the 1.2.2019 ending on the 31.1.2021 with an option to extend for 2 periods of 1 year.

VI.4. Procedures for review

VI.4.1. Review body

Official name: GM Business Support Ltd

Town: Manchester

Country: United Kingdom

VI.4.2. Body responsible for mediation procedures

Official name: GM Business Support Ltd

Town: Manchester

Country: United Kingdom

VI.5. Date of dispatch of this notice

15/08/2019