

United Kingdom-London: Software package and information systems
OJ S 164/2019 27/08/2019
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: London Borough of Wandsworth
Postal address: Town Hall, Wandsworth High Street
Town: London
NUTS code: UKI34 Wandsworth
Postal code: SW18 2PU
Country: United Kingdom
E-mail: APuplampu@wandsworth.gov.uk
Telephone: +44 2088716000
Fax: +44 2088716000
Internet address(es):
Main address: www.wandsworth.gov.uk
Address of the buyer profile: www.delta-esourcing.com

I.1. Name and addresses

Official name: The London Borough of Richmond upon Thames
Postal address: Civic Centre, 44 York Street
Town: Twickenham
NUTS code: UKI75 Hounslow and Richmond upon Thames
Postal code: TW1 3BZ
Country: United Kingdom
Contact person: Adi-Naitey Puplambu
E-mail: Adi-Naitey.Puplambu@richmondandwandsworth.gov.uk
Telephone: +44 2088716747
Fax: +44 2088716747
Internet address(es):
Main address: www.richmond.gov.uk
Address of the buyer profile: www.delta-esourcing.com

I.2. Information about joint procurement

The contract involves joint procurement

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

CPT/2064: IT/Software Solution for Customer Services
Reference number: CPT/2064

II.1.2. Main CPV code

48000000 Software package and information systems

II.1.3. Type of contract

Services

II.1.4. Short description

The London Borough of Richmond upon Thames and Wandsworth Borough Council are looking for suitable suppliers to provide them with an IT/software solution to facilitate the delivery of the Councils' services. The function of this combined system will be to manage interactions between the Councils and their customers including residents of both boroughs through a single platform and contact centre.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 676 645,00 GBP

II.2. Description

II.2.3. Place of performance

NUTS code: UKI34 Wandsworth
Main site or place of performance: Wandsworth.

II.2.4. Description of the procurement

The London Borough of Richmond upon Thames and Wandsworth Borough Council are looking for suitable suppliers to provide them with an IT/software solution to facilitate the delivery of the Councils' services. The function of this combined system will be to manage interactions between the Councils and their customers including residents of both boroughs through a single platform and contact center.

II.2.5. Award criteria

Quality criterion - Name: Functional requirements / Weighting: 40
Cost criterion - Name: Price / Weighting: 60

II.2.11. Information about options

Options: yes
Description of options:
Option to extend the contract for up to a further 4 years for a total maximum contract duration of 8 years.

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

Competitive procedure with negotiation

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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2017/S 218-453554](#)

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

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

16/07/2019

V.2.2. Information about tenders

Number of tenders received: 4

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: 0

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: Firmstep Ltd

Postal address: 15 Worship Street

Town: London

NUTS code: UKI43 Haringey and Islington

Postal code: EC2A 2DT

Country: United Kingdom

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 400 000,00 GBP

Total value of the contract/lot: 676 645,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=424124358>

GO Reference: GO-2019822-PRO-15281987

VI.4. Procedures for review

VI.4.1. Review body

Official name: London Borough of Wandsworth

Postal address: Town Hall, Wandsworth High Street

Town: London

Postal code: SW18 2PU

Country: United Kingdom

E-mail: procurement@richmondandwandsworth.gov.uk

Telephone: +44 2088716000

Fax: +44 2088716000

Internet address: www.wandsworth.gov.uk

VI.4.2. Body responsible for mediation procedures

Official name: London Borough of Wandsworth

Postal address: Town Hall, Wandsworth High Street

Town: London

Postal code: SW18 2PU

Country: United Kingdom

E-mail: procurement@wandsworth.gov.uk

Telephone: +44 2088716000

Fax: +44 2088716000

Internet address: www.wandsworth.gov.uk

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

The authorities incorporated a 10 calendar day standstill period at the point information on the award of the contracts was communicated to all tenderers who had not been disqualified and informed of their disqualification and the reasons for such disqualification. Applicants who were unsuccessful were informed by the authority as soon as possible after the decision has been made as to the reasons why the applicant was unsuccessful. If an appeal regarding the award of the contract has not been successfully resolved, the Public Contracts Regulations 2015 (SI 2015 No 102) provide for aggrieved parties who have been harmed or are at risk of harm by breach of the rules to take legal action. Any such action must be brought within the applicable limitation period. Where a contract has not been entered into, the Court may order the setting aside of the award decision or order the authorities to amend any document and may award damages. If the contract has been entered into the Court may, depending on the circumstances, award damages, make a declaration of ineffectiveness, order the relevant Authority to pay a fine, and/or order that the duration of the contract be shortened. The purpose of the standstill period referred to above is to allow the parties to apply to the Courts to set aside the award decision before the contract is entered into.

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

Official name: Crown Commercial Services

Postal address: St Martins House, 1 Lyric Square

Town: London

Postal code: W6 0NB

Country: United Kingdom

E-mail: info@crowcommercial.gov.uk

Telephone: +44 3454102222

Fax: +44 3454102222

Internet address: www.crowcommercial.gov.uk

VI.5. Date of dispatch of this notice

22/08/2019