

United Kingdom-Reigate: Customer Relation Management software package

OJ S 234/2016 03/12/2016

Contract 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.ukAddress of the buyer profile: <https://www.sesharedservices.org.uk/esourcing>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.sesharedservices.org.uk/esourcing>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.sesharedservices.org.uk/esourcing>

Tenders or requests to participate must be submitted to the abovementioned address

Electronic communication requires the use of tools and devices that are not generally

available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <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.1.5. Estimated total value

Value excluding VAT: 150 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description**II.2.2. Additional CPV code(s)**

48445000 Customer Relation Management software package, 72212445 Customer Relation Management software development services

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 is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 150 000,00 GBP

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 60

This contract is subject to renewal: yes

Description of renewals:

This is a 3 year contract with an option to extend for 1 year plus a further 1 year.

II.2.10. Information about variants

Variants will be accepted: yes

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 III: Legal, economic, financial and technical information**

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 03/01/2017 Local time: 09:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 03/03/2017

IV.2.7. Conditions for opening of tenders

Date: 03/01/2017 Local time: 00:00

Place:

Reigate and Banstead BC, Town Hall, Castlefield Road, Reigate, Surrey, RH2 0SH.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

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

Official name: Head of Customers, Communication and Information

Postal address: Town Hall, Castlefield Road

Town: Reigate

Postal code: RH2 0SH

Country: United Kingdom

Telephone: +44 1737276000

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

VI.5. Date of dispatch of this notice

01/12/2016