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Tender

564 - Customer Relationship Management System (CRM)

Aston University

F02: Contract notice

Notice identifier: 2021/S 000-000862

Procurement identifier (OCID): ocds-h6vhtk-028ab4

Published 15 January 2021, 12:59pm

Section I: Contracting authority

I.1) Name and addresses

Aston University

Aston Triangle

Birmingham

B4 7ET

Contact

Mrs Shirley O'Reilly

Email

s.a.oreilly@aston.ac.uk

Telephone

+44 1212044395

Country

United Kingdom

NUTS code

UKG31 - Birmingham

Internet address(es)

Main address

<http://www.aston.ac.uk>

Buyer's address

<http://www.aston.ac.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.duenorth.com/Advert/Index?advertId=4cea4c36-6639-eb11-8106-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.duenorth.com/Advert/Index?advertId=4cea4c36-6639-eb11-8106-005056b64545>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

564 - Customer Relationship Management System (CRM)

Reference number

DN513738

II.1.2) Main CPV code

- 72260000 - Software-related services

II.1.3) Type of contract

Services

II.1.4) Short description

Aston University are seeking to appoint a 3rd party delivery partner to work with the University to design, develop and implement a Customer Relationship Management (CRM) System using Microsoft Dynamics.

The CRM project will entail the University deploying a single, enterprise-wide, cloud-based CRM system for managing interactions and relationships with key beneficiaries and stakeholders. Therefore, the University is seeking to appoint a 3rd party delivery partner to work with the University to design, develop and implement a CRM system using Microsoft Dynamics. The partner would work in partnership with the University's Project Management Office and Digital Services Team to lead the transformation, challenge business processes and implement the technology platform.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72230000 - Custom software development services
- 72212333 - Contact management software development services

- 72212445 - Customer Relation Management software development services
- 72212781 - System management software development services
- 72212982 - Configuration management software development services
- 72212983 - Development software development services

II.2.3) Place of performance

NUTS codes

- UKG31 - Birmingham

Main site or place of performance

Aston University, Aston Triangle, Birmingham, B4 7ET.

II.2.4) Description of the procurement

The supplier must:

- Be a recognised Microsoft Dynamics 365 Gold Partner.
- Have demonstrable enterprise wide XRM system implementation experience.
- Have demonstrable HE sector experience.
- Have demonstrable experience of designing and architecting solutions without a proprietary 'IP layer'. This includes workflows which are tailored to the University's requirements and 'future proofed' (implementation may develop beyond the initial scope).
- Have demonstrable experience of developing a single customer view/s within Dynamics bringing together data from a range of systems
- Have demonstrable experience of co-working within a client delivery programme with internal client resources and other suppliers to facilitate collaborative decision making and development; upskilling internal resource.
- Have demonstrable experience of managing complex transformation projects bringing together a range of stakeholders to a common goal and aligning inconsistent business processes.

II.2.5) Award criteria

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

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

As determined by either the tender process or by the University, we reserve the right to extend the contract as deemed necessary.

II.2.10) Information about variants

Variants will be accepted: No

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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: [2020/S 242-600240](#)

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

Date

29 January 2021

Local time

1:30pm

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

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

29 January 2021

Local time

1:30pm

Information about authorised persons and opening procedure

Tenders will be opened by a member of the Procurement Team.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Aston University

Birmingham

B4 7ET

Email

purchasing@aston.ac.uk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Please contact the University via the ProContract e-tendering portal in the first instance.

This authority will incorporate a minimum of 10 calendar days standstill period.
Information on the award of the contract will be communicated to tenderers.