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Tender

## **MS Dynamics (CRM) – system procurement and installation**

GM Business Support Ltd

F02: Contract notice

Notice identifier: 2023/S 000-002337

Procurement identifier (OCID): ocids-h6vhtk-039aa2

Published 25 January 2023, 4:23pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

GM Business Support Ltd

90 Great Bridgewater Street

Manchester

M1 5JW

#### **Contact**

Nick Batty

#### **Email**

[Nick.Batty@growthco.uk](mailto:Nick.Batty@growthco.uk)

#### **Telephone**

+44 1612374044

#### **Country**

United Kingdom

**NUTS code**

UKD33 - Manchester

**Internet address(es)**

Main address

<https://www.businessgrowthhub.com/>

**I.3) Communication**

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

<https://app.panacea-software.com/growth>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://app.panacea-software.com/growth>

**I.4) Type of the contracting authority**

Other type

Social Enterprise running publicly funded projects

**I.5) Main activity**

Other activity

Support to local businesses via public funded projects

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

MS Dynamics (CRM) – system procurement and installation

Reference number

T22069

#### **II.1.2) Main CPV code**

- 72200000 - Software programming and consultancy services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

To introduce a new CRM product that optimises outcomes for GC Business Growth Hub.

#### **II.1.5) Estimated total value**

Value excluding VAT: £200,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKD33 - Manchester

#### **II.2.4) Description of the procurement**

Our objective is to introduce a new CRM product that optimises outcomes for GC Business Growth Hub (data, service delivery, social and economic impact etc.).

GC Business Growth Hubs IT infrastructure is dominated by Microsoft's architecture and

Dynamics has been selected as the preferred product of choice. Some pre staged project work has already begun to define specific requirements internally. High level and mid-level requirements to support the procurement process have been defined and are attached as an additional schedule to this tender.

We are looking for a partner to support us with procurement, installation, configuration, and knowledge transfer leveraging the suppliers knowledge and experience of the platform, plus any pre-developed packages and additional configuration, to support our business needs.

Additionally, we need our selected partner to support us with moving our ways of working forwards to streamline our processes and specifications that currently underutilise the capability of the platform, we would welcome creativity and guidance to maximise the benefit for both colleagues and staff.

The successful partner will be able to utilise the full range of MS Dynamics modules (off the shelf and / or with pre-configured packages) and have the ability to customise the platform to meet all of our requirements, as well as identifying and suggesting better ways of achieving the same outcome, if the opportunity presents itself.

We are especially interested in being able to use the system to gain insight and analyse data (internal and external) to become more data driven as an organisation in a way that supports quick decision making and long-term strategy. The wider organisation at a corporate level is keen to move to a model of data warehousing and a set up that allows unique reference numbers and integration / comparison of data sources to provide a single customer view (at individual and business level).

#### **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**

Start date

22 March 2023

End date

31 December 2023

This contract is subject to renewal

No

#### **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

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### **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

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## **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: Yes

### **IV.2) Administrative information**

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

Date

27 February 2023

Local time

10:00am

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

27 February 2023

Local time

10:00am

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## **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**

GM Business Support Limited

Manchester

Country

United Kingdom