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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

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

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

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.1.8) 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

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