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Tender

CRM - Implementation & Support

London School of Hygiene & Tropical Medicine

F02: Contract notice

Notice identifier: 2022/S 000-002610

Procurement identifier (OCID): ocds-h6vhtk-0310cc

Published 28 January 2022, 7:09pm

Section I: Contracting authority

I.1) Name and addresses

London School of Hygiene & Tropical Medicine

Keppel Street,

London

WC1E 7HT

Contact

Paul Pester

Email

paul.pesther@lshtm.ac.uk

Telephone

+44 02079272471

Country

United Kingdom

NUTS code

UKI31 - Camden and City of London

National registration number

RC000330

Internet address(es)

Main address

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

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/104519>

I.3) Communication

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

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=42768&B=LSHTM

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=42768&B=LSHTM

Tenders or requests to participate must be submitted to the above-mentioned address

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

CRM - Implementation & Support

Reference number

LSHTM-2022-04

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

CRM - Implementation & Support

II.1.5) Estimated total value

Value excluding VAT: £250,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72212445 - Customer Relation Management software development services

II.2.3) Place of performance

NUTS codes

- UKI31 - Camden and City of London

Main site or place of performance

Keppel Street, London, WC1E 7HT

II.2.4) Description of the procurement

We need a CRM system that will equip us to engage with prospective students from very first communication and establish the nurturing and engaging relationship that they would expect from the institution they invest in and commit to.

The CRM will allow our institution to control and manage student intake from all enquiry sources efficiently within one system, avoiding difficulties involved in integration and managing multiple systems.

We need a new CRM system that will become the place where we can see information in one place. Website integration will be essential for the success of this project along with the considered balance between complexity and ease of use.

We would be primarily looking at the marketing function of the CRM which would allow interaction with enquirers and prospective students. Applicants and registered students are managed by a separate system (SITS Evision).

Implementation, migration (from Radius CRM) and hosting of CRM for 10 years.

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: £250,000

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

Start date

1 July 2022

End date

30 June 2032

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

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

Restricted 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

28 February 2022

Local time

1:00pm

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

7 March 2022

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)

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

The Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

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

London School of Hygiene & Tropical Medicine

Keppel Street

London

WC1E 7HT

Country

United Kingdom