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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](mailto: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](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](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

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## **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

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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**

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)

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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**

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