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Tender

Customer Relationship Management System

Activate Learning

F02: Contract notice

Notice identifier: 2025/S 000-003431

Procurement identifier (OCID): ocds-h6vhtk-04daf0

Published 3 February 2025, 10:48am

Section I: Contracting authority

I.1) Name and addresses

Activate Learning

Oxpens Road

Oxford

OX1 1SA

Email

roxanne.macmillan@ActivateLearning.ac.uk

Telephone

+44 1865551216

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://suppliers.multiquote.com>

Additional information can be obtained from another address:

Activate Learning

Oxpens Road

Oxford

OX1 1SA

Email

roxanne.macmillan@ActivateLearning.ac.uk

Telephone

+44 1865551216

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

Tenders or requests to participate must be submitted electronically via

<https://suppliers.multiquote.com>

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**

Customer Relationship Management System

Reference number

CA15239 -

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

The provision, implementation and ongoing support of a CRM System.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

United Kingdom

II.2.4) Description of the procurement

Activate Learning is seeking to implement a modern Customer Relationship Management (CRM) solution to support its operational needs and drive growth. The CRM will focus on increasing commercial revenue, improving efficiency, and enhancing engagement with key stakeholders. The system will support sales, case management and marketing activities. It must integrate with existing system to provide a unified platform for managing data and workflows.

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

60

This contract is subject to renewal

No

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

Envisaged minimum number: 5

Maximum number: 100

Objective criteria for choosing the limited number of candidates:

As detailed in the Stage 1 PQQ

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

60 month(s) from the commencement date, with 36 initial month(s) and option to extend 1x24 month(s)

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: No

IV.2) Administrative information

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

Date

6 March 2025

Local time

12:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Activate Learning

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