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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](mailto: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](mailto:roxanne.macmillan@ActivateLearning.ac.uk)

**Telephone**

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**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

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**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

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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: 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

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## **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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Oxford

OX1 1SA

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