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Contract

## **T21/08\_Design and Implementation of a University-wide Microsoft Dynamics 365 Customer Relationship Management**

Anglia Ruskin University Higher Education Corporation

F03: Contract award notice

Notice identifier: 2023/S 000-003445

Procurement identifier (OCID): ocds-h6vhtk-02e8c6

Published 3 February 2023, 2:19pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Anglia Ruskin University Higher Education Corporation

Bishop Hall Lane

Chelmsford

CM1 1SQ

#### **Contact**

Procurement

#### **Email**

[procurement@aru.ac.uk](mailto:procurement@aru.ac.uk)

#### **Country**

United Kingdom

**NUTS code**

UKH1 - East Anglia

**Internet address(es)**

Main address

[www.aru.ac.uk](http://www.aru.ac.uk)

Buyer's address

<https://in-tendhost.co.uk/angliaruskinuniversity>

**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**

T21/08\_Design and Implementation of a University-wide Microsoft Dynamics 365 Customer Relationship Management

Reference number

T21/08

#### **II.1.2) Main CPV code**

- 72212445 - Customer Relation Management software development services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Anglia Ruskin University Higher Education Corporation (ARU) has appointed a supplier for the Design and Implementation of a University-wide Microsoft Dynamics 365 Customer Relationship Management solution.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £1,900,000

### **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

- UKH - East of England

#### **II.2.4) Description of the procurement**

Anglia Ruskin University Higher Education Corporation (ARU) has appointed a supplier for the Design and Implementation of a University-wide Microsoft Dynamics 365 Customer Relationship Management solution. ARU already has a Microsoft License partner who manages the Microsoft Enrolment for Education Solutions (EES) for ARU. This project is not intending on changing that relationship and ARU will require the future supplier to support the process of identifying future license requirements as part of this project. The support and maintenance contract would be for 36 months from the go live date (Phase 1) with the option to extend support and maintenance for a further 2 x 12 months periods.

#### **II.2.5) Award criteria**

Price

#### **II.2.11) Information about options**

Options: Yes

Description of options

The support and maintenance contract would be for 36 months from the go live date (Phase 1) with the option to extend support and maintenance for a further 2 x 12 months periods.

#### **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 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.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-024920](#)

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## **Section V. Award of contract**

### **Contract No**

T21/08

### **Title**

T21/08\_Design and Implementation of a University-wide Microsoft Dynamics 365 Customer Relationship Management solution

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

20 January 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Crimson Limited

The Hive, 2640 Kings Court, The Crescent, Birmingham Business Park, Birmingham,  
West Midlands, United Kingdom, B37 7YE

Birmingham

B37 7YE

Country

United Kingdom

NUTS code

- UKG31 - Birmingham

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £1,900,000

Total value of the contract/lot: £1,900,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Anglia Ruskin University Higher Education Corporation

Bishop Hall Lane

Chelmsford

CM1 1SQ

Country

United Kingdom