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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): ocids-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

Country

United Kingdom

NUTS code

UKH1 - East Anglia

Internet address(es)

Main address

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](#)

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

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