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Tender

CRM Implementation and Support Partner

Liverpool John Moores University

F02: Contract notice

Notice identifier: 2025/S 000-003650

Procurement identifier (OCID): ocds-h6vhtk-04db77

Published 4 February 2025, 2:05pm

Section I: Contracting authority

I.1) Name and addresses

Liverpool John Moores University

Liverpool

Email

PurchaseOrderQueries@ljmu.ac.uk

Country

United Kingdom

Region code

UKD72 - Liverpool

Charity Commission (England and Wales)

LJMU

Internet address(es)

Main address

www.ljmu.ac.uk

I.3) Communication

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

<https://in-tendhost.co.uk/ljmu/aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/ljmu/aspx/Home>

I.4) Type of the contracting authority

Other type

Higher Education

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

CRM Implementation and Support Partner

Reference number

LJMU 2501

II.1.2) Main CPV code

- 72266000 - Software consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Liverpool John Moores University (LJMU) is migrating from an on-premises Microsoft Dynamics CRM system to Dynamics 365 in the cloud. LJMU would like to take advantage of the latest technological advancements where possible (e.g. Microsoft Power Platform). This transition is crucial for modernising LJMU operations and staying current

Consequently, the University is seeking a partner to assist us with the migration to Dynamics 365, implementation of, and ongoing support.

II.1.5) Estimated total value

Value excluding VAT: £2,200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

Liverpool John Moores University (LJMU) is migrating from an on-premises Microsoft Dynamics CRM system to Dynamics 365 in the cloud. LJMU would like to take advantage of the latest technological advancements where possible (e.g. Microsoft Power Platform). This transition is crucial for modernising LJMU operations and staying current

Consequently, the University is seeking a partner to assist us with the migration to Dynamics 365, implementation of, and ongoing support.

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: £2,200,000

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.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

Please register on In-tend for which the link is contained within this notice to access the tender pack.

Any queries must be submitted via In-tend - Correspondence - please do not make direct contact with the buyer via email or tel call, we cannot guarantee we will respond

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

Open 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

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)

IV.2.7) Conditions for opening of tenders

Date

6 March 2025

Local time

1:00pm

Place

In-tend

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

LJMU Legal Services

Liverpool

Country

United Kingdom