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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](mailto: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](http://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/asp/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/asp/Home>

### **I.4) Type of the contracting authority**

Other type

Higher Education

### **I.5) Main activity**

Education

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## **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

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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**

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