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Tender

## **Ravensbourne University - Customer Relationship Management Solution**

Ravensbourne University London

F02: Contract notice

Notice identifier: 2021/S 000-004756

Procurement identifier (OCID): ocds-h6vhtk-029a05

Published 9 March 2021, 6:05pm

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

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

Ravensbourne University London

6 Penrose Way

London

SE10 OEW

#### **Contact**

Margaret Newson

#### **Email**

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

#### **Country**

United Kingdom

#### **NUTS code**

UKI4 - Inner London – East

**National registration number**

N/A

**Internet address(es)**

Main address

<https://www.ravensbourne.ac.uk/>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/81165>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

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

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=36946&B=LUPC](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=36946&B=LUPC)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=36946&B=LUPC](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=36946&B=LUPC)

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**

Ravensbourne University - Customer Relationship Management Solution

Reference number

DF03-CRM

#### **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**

Ravensbourne University London requires a single Customer Relationship Management solution that pulls all interactions with students together, enabling university wide analytics and improved management of the student journey.

Tender documentation may be downloaded from: <https://uk.eu-supply.com/>

#### **II.1.5) Estimated total value**

Value excluding VAT: £500,000

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

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 72000000 - IT services: consulting, software development, Internet and support
- 72212333 - Contact management software development services
- 72212445 - Customer Relation Management software development services

### **II.2.3) Place of performance**

NUTS codes

- UKI - LONDON
- UK - UNITED KINGDOM

Main site or place of performance

Ravensbourne University London UK

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

Ravensbourne University London requires a single Customer Relationship Management solution that pulls all interactions with students together, enabling university wide analytics and improved management of the student journey.

### **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: £500,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

21 June 2021

End date

20 June 2026

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: Yes

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

Options: No

### **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.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

As stated in the tender documents

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

As stated in the tender documents

Minimum level(s) of standards possibly required

As stated in the tender documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

As stated in the tender documents

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

## **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

19 April 2021

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

19 April 2021

Local time

12:00pm

## **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**

Royal Courts of Justice

London

WC1 2LL

Country

United Kingdom