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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): ocids-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

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

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

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

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

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