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Tender

## **PURCH2361 Provision of Customer Relationship Management (CRM)**

University of Glasgow

F02: Contract notice

Notice identifier: 2024/S 000-006405

Procurement identifier (OCID): ocids-h6vhtk-044407

Published 28 February 2024, 2:45pm

The closing date and time has been changed to:

**2 April 2024, 12:00pm**

See the [change notice](#).

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

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

University of Glasgow

Procurement Office, Tay House

Glasgow

G12 8QQ

#### **Contact**

Stephen Otiende

#### **Email**

[stephen.otiende@glasgow.ac.uk](mailto:stephen.otiende@glasgow.ac.uk)

**Telephone**

+44 1413304012

**Fax**

+44 0000000000

**Country**

United Kingdom

**NUTS code**

UKM82 - Glasgow City

**Internet address(es)**

Main address

<http://www.gla.ac.uk/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00108](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00108)

**I.3) Communication**

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

<http://www.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://www.publiccontractsscotland.gov.uk/>

**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**

PURCH2361 Provision of Customer Relationship Management (CRM)

Reference number

PURCH2361

#### **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**

PURCH2361– Provision of Customer Relationship Management (CRM).

Refer to Stage 1 tender documents available from Public Contracts Scotland.

Returns should be submitted via Public Contracts Scotland, no paper copies will be accepted. Should paper tenders be submitted, they will be rejected. Further to this any questions or communications regarding individual tender exercises must be sent via the Public Contracts Scotland Portal. Tender queries received through any other channel will not be answered. Should users of Public Contracts Scotland have any problems with the web site they should contact website Support Desk, contact details can be found by following the 'Contact Us' option on the left hand menu at <http://www.publiccontractsscotland.gov.uk/default.aspx>

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKM82 - Glasgow City

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

PURCH2361– Provision of Customer Relationship Management (CRM).

Prospective bidders must be able to demonstrate that they can provide us with Enterprise level CRM and possess the capability and capacity to work across the University to deliver transformational change leveraging the capabilities of CRM. To do so, the bidder must demonstrate experience of deploying in a similar large complex organisation and it would be advantageous if this was in the HE sector.

Please refer to PURCH2361 - Project Information Document Final.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

Option to extend for 2 periods of 12 months each

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

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

Variants will be accepted: No

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

Minimum level(s) of standards possibly required

- Public liability insurance with a limit of indemnity of not less than five million pounds sterling (5,000,000 GBP) in relation to any one claim or series of claims;
- Employer's liability insurance with a limit of indemnity of not less than five million pounds sterling (5,000,000 GBP);
- Professional indemnity insurance with a limit of indemnity of not less than five million pounds sterling (5,000,000 GBP) in relation to any one claim or series of claims
- Financial Turnover : Provide 3 years annual accounts. See University guideline on the Financial Health of Suppliers at the following link:  
<https://www.gla.ac.uk/myglasgow/procurementoffice/informationforsuppliers/allsuppliers/>

#### **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**

Competitive procedure with negotiation

#### **IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### **IV.1.5) Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Originally published as:

Date

29 March 2024

Local time

12:00pm

Changed to:

Date

2 April 2024

Local time

12:00pm

See the [change notice](#).

**IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

22 April 2024

**IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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**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.3) Additional information**

Once the deadline has passed submissions can neither be created nor submitted. It is not advisable for Suppliers to wait until the last moment before creating and dispatching a response in case of any last minute problems. Please note large files should be uploaded as early as possible to ensure transfer before deadline. If a Supplier is having problems uploading to the PCS site, then the University must be informed well in advance and depending upon the merit of the case, the University may arrange for the tender to remain open on the PCS system for a short period after the deadline time stated. System problems do not fall under the University's remit and should be referred to PCS.

Postbox Security: Postbox submissions cannot be accessed by anyone, including Millstream, (the provider of the Public Contracts Scotland system) until the deadline.

Freedom of Information

The Freedom of Information (Scotland) Act 2002 (FOISA), which came into force on 1 January 2005, designates University of Glasgow as a Scottish public authority and therefore subject to the provisions and obligations in that Act. This means that any person who makes a valid request for information held by University of Glasgow will be entitled to receive it, unless all or part of that information can be withheld by virtue of the exemptions in that Act.

under the Act, University of Glasgow may be required to disclose any information held relating to your response to anyone who makes a request under that Act. Such information may only be withheld if it meets one or more of the exemptions or conditions in that Act. Even if an exemption is available University of Glasgow may nevertheless disclose requested information. Information held cannot simply be classified as "confidential" or "commercial in confidence" to enable it to be protected from disclosure.

University of Glasgow may publish the names and contact details of companies who have been issued with a Questionnaire on its website.

Information may also be requested under the UK General Data Protection Regulation (UK GDPR) tailored by the Data Protection Act 2018 and the Environmental Information (Scotland) Regulations 2004.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=759367](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=759367).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

The Contracting Authority does not intend to include a sub-contract clause as part of community benefits (as per Section 25 of the Procurement Reform (Scotland) Act 2014) in this contract for the following reason:

N/A

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:



The University supports initiatives such as Living Wage and wider community benefit, supported businesses, apprentice opportunities and training, and are seeking similarly focused partners. Partners will be required to demonstrate their alignment with the University's values, ethics, and commitment to supporting the Estate Strategy in terms of employment, training, and wider community benefits.

(SC Ref:759367)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Glasgow Sheriff Court & Justice of the Peace Court

1 Carlton Place

Glasgow

G5 9TW

Country

United Kingdom