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Tender

CRM/ CMS Cloud Solution

YSS

F02: Contract notice

Notice identifier: 2022/S 000-008521

Procurement identifier (OCID): ocds-h6vhtk-0327e4

Published 30 March 2022, 11:42am

Section I: Contracting authority

I.1) Name and addresses

YSS

Blackpole Trading Estate West

Worcester

WR3 8TJ

Contact

Anna Wykurz

Email

anna.wykurz@yss.org.uk

Telephone

+44 1905730780

Country

United Kingdom

NUTS code

UK - United Kingdom

National registration number

4024428

Internet address(es)

Main address

<https://www.yss.org.uk/>

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA43083

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://www.yss.org.uk/news/itt-for-crm>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Other type

Charity

I.5) Main activity

Social protection

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

CRM/ CMS Cloud Solution

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

To migrate YSS from their current system and way of working to a cloud-based CRM/ Case Management System.

Currently, YSS use a mixture of MS Access databases, Excel and Word documents to manage the delivery of multiple services to some of society's most vulnerable individuals.

YSS will require a solution that delivers the following:

Dashboards and reporting

Accounts/ Contacts

Case Management

Website Integration - form capture

Participant Recruitment & Lifecycle

Programme/ Project Delivery

SharePoint integration

Training on the solution

Support for a minimum of 12 months

II.1.5) Estimated total value

Value excluding VAT: £35,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72212000 - Programming services of application software

II.2.3) Place of performance

NUTS codes

- UKG1 - Herefordshire, Worcestershire and Warwickshire

II.2.4) Description of the procurement

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YSS will require a solution that delivers the following:

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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

12

This contract is subject to renewal

Yes

Description of renewals

The contract can be renewed and is up for discussion after the first 12 months.

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

19 April 2022

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: 1 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

19 April 2022

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.3) Additional information

(MT Ref:225834)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

