

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/008521-2022>

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](mailto: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](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**

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.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](mailto: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>

