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Contract

PURCH2361 Provision of Customer Relationship Management (CRM)

University of Glasgow

F03: Contract award notice

Notice identifier: 2025/S 000-009272

Procurement identifier (OCID): ocds-h6vhtk-044407

Published 13 March 2025, 3:24pm

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

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

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

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

Award of PURCH2361– Provision of Customer Relationship Management (CRM).

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £4,390,464

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

II.2.4) Description of the procurement

Award of PURCH2361– Provision of Customer Relationship Management (CRM).

II.2.5) Award criteria

Quality criterion - Name: Capability / Weighting: 55%

Quality criterion - Name: Vendor Presentation / Weighting: 15%

Price - Weighting: 30%

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-006405](#)

Section V. Award of contract

Contract No

PURCH2361

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 March 2025

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 6

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Deloitte

9 Haymarket Square

Edinburgh

EH3 8RY

Telephone

+44 7717513026

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £4,390,464

Section VI. Complementary information

VI.3) Additional information

(SC Ref:793011)

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