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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

 $\underline{https://www.publiccontractsscotland.gov.uk/search/Search} \underline{AuthProfile.aspx?ID=AA0010} \\ 8$ 

# 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: <u>2024/S 000-006405</u>

# 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**