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Tender

Engagement (Business to Business) CRM Systems and Associated Services

APUC LIMITED

F02: Contract notice

Notice identifier: 2023/S 000-009774

Procurement identifier (OCID): ocds-h6vhtk-03bc58

Published 4 April 2023, 11:36am

Section I: Contracting authority

I.1) Name and addresses

APUC LIMITED

Unit 27, Stirling Business Centre, Wellgreen

STIRLING

FK82DZ

Contact

Michael McLaughlin

Email

mmclaughlin@apuc-scot.ac.uk

Country

United Kingdom

Region code

UKM77 - Perth & Kinross and Stirling

Companies House

SC314764

Internet address(es)

Main address

<https://www.apuc-scot.ac.uk/>

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.publictendersscotland.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

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

Engagement (Business to Business) CRM Systems and Associated Services

Reference number

ITS1057AP

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

The Authority is seeking Contractor(s) for the supply of Engagement (Business to Business) CRM Systems and Associated Services to form a framework agreement, accessible to the UK Higher and Further Education institutions.

APUC will tender utilising a vanguard institution.

The requirements will reflect at University of Aberdeen, who may award on the basis of this Framework Agreement.

II.1.5) Estimated total value

Value excluding VAT: £20,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various

II.2.4) Description of the procurement

APUC is seeking to appoint contractors to a Framework Agreement to provide Engagement (Business to Business) CRM Systems on behalf of the UK Universities and colleges.

Potential Services include but are not limited to: system implementation; migration support; support and maintenance; hosting, renewal of contracts and configuration and development if required by Institutions.

This framework agreement is available to participation from Full and Associate Members and future members within the UK higher education regional purchasing consortia as follows:

Advanced Procurement for Universities and Colleges (APUC Ltd) and associated members.

<http://http://apuc-scot.ac.uk/#!/members>

Southern Universities Purchasing Consortium (SUPC);

<https://www.supc.ac.uk/about-us/our-members/ourmembers>

London Universities Purchasing Consortium(LUPC);

<https://www.lupc.ac.uk/memberlist>

North Eastern Universities Purchasing Consortium (NEUPC);

<https://www.neupc.ac.uk/our-members>

North Western Universities Purchasing Consortium (NWUPC);

<https://www.nwupc.ac.uk/ourmembers>

Higher Education Purchasing Consortium Wales (HEPCW)

<https://www.hepcw.ac.uk/members/>

The requirements of University of Aberdeen will be used to set of and evaluate this Framework Agreement. As a Vanguard Institution, University of Aberdeen will be entitled to award in whole or in part, or not to award at all, as a result of this framework agreement.

II.2.5) Award criteria

Quality criterion - Name: Functionality, Service Delivery and Responsible Procurement /
Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £20,000,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

The Authority reserves the right to extend the Framework Agreement for a further two periods of 12 months, subject to satisfactory performance and continued requirements.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public

Contracts (Scotland) Regulations 2015.

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

Insurances and proof of financial standing

Minimum level(s) of standards required:

Section 4B 5.1 specifies the minimum levels of insurance which are as follows:

Employer's (Compulsory) Liability Insurance, GBP 5Million

Product Liability Insurance, GBP 5Million

Public Liability Insurance, GBP 5Million

Professional Indemnity GBP 2Million

Cyber/Data Protection Insurance or equivalent

Section 4.6 of the ESPD requests further information.

A copy of your audited accounts or equivalent for the most recent two years, along with details of any significant changes since the

previous year end.

III.1.3) Technical and professional ability

Minimum level(s) of standards possibly required

Minimum level(s) of standards required:

Section 4C.1.2 of the SPD requests a relevant example of previous experience of supplier and/or services carried out within the last three years, as this procurement exercise is not a software development project. PASS/FAIL

For a Pass = Tenderers must have an Engagement (Business to Business) in place within an equivalent environment to the tender Specification.

For a Fail = Tenderers seeking to develop a fully bespoke Engagement (Business to

Business) CRM System will be disqualified. Tenderers who cannot provide evidence that their solution is in place within an equivalent environment to the tender Specification will be disqualified.

Please refer to question 4C.4 of the SPD - Technicians and Technical Bodies section.

Tenderers must confirm prior to Award that they have (or have access to) the relevant supply chain management and tracking systems to ensure a resilient and sustainable supply chain. This will include confirmation that they have the systems in place to pay contractors through the supply chain promptly and effectively and provide evidence when requested of:

a) Their standard payment terms

b) > or equal to 95% of all supply chain invoices being paid on time (in accordance with the terms of the contract) in the last financial year.

If the Tenderer is unable to confirm (b) they must provide an improvement plan signed by their Director which improves the payment performance

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 6

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

Date

11 May 2023

Local time

1:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

11 May 2023

Local time

3:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public

Contracts (Scotland) Regulations 2015.

Tenderers will be required to submit a Form of tender, FOI disclaimer, APUC Supply Chain Code of Conduct including completion of Section 1 of the Sustain Supply Chain Evaluation Tool, and GDPR Assurance Assessment which will be available within the ITT. Tenderers will be required to complete the Cyber Security Procurement Support Tool (CSPST) Ref: RAR-Q2CZ2BYA.

The buyer is using PCS-Tender to conduct this ITT exercise.

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

Provision of training opportunities to staff and students, apprenticeships and potential investment in Institution local communities.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 22800. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

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:

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 Contractor will work with the Authority to consider what community benefits can be delivered through this Framework Agreement.

Provision of training opportunities to staff and students,

apprenticeships and potential investment in Institution local communities.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 23798. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

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:

The contract is not expected to be delivered through Sub-Contractors

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:

Provision of training opportunities to staff and students, apprenticeships and potential investment in Institution local communities.

The Contractor will work with the Authority to consider what community benefits can be delivered through this Framework Agreement.

(SC Ref:727474)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court House

Viewfield Place

Stirling

FK8 1NH

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/the-courts/court-locations/stirling-sheriff-court-and-justice-of-the-peace-court>