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Tender

CRM Platform

Leeds Trinity University

F02: Contract notice

Notice identifier: 2022/S 000-011413

Procurement identifier (OCID): ocds-h6vhtk-033332

Published 3 May 2022, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

Leeds Trinity University

Brownberrie Lane

Leeds

LS18 5HD

Email

m.hayter@leedstrinity.ac.uk

Telephone

+44 1132837100

Country

United Kingdom

NUTS code

UKE4 - West Yorkshire

Internet address(es)

Main address

<https://www.leedstrinity.ac.uk/>

Buyer's address

<https://neupc.delta-esourcing.com/members/leeds-trinity-university/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-UK-Leeds:-Miscellaneous-software-package-and-computer-systems./6NV4X5DS4E>

Additional information can be obtained from another address:

Leeds Trinity University

Brownberrie Lane

Horsforth, Leeds

LS18 5HD

Contact

Mark Hayter

Email

m.hayter@leedstrinity.ac.uk

Telephone

+44 1132837100

Country

United Kingdom

NUTS code

UKE42 - Leeds

Internet address(es)

Main address

<https://www.leedstrinity.ac.uk/>

Buyer's address

<https://neupc.delta-esourcing.com/members/leeds-trinity-university/>

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-title/6NV4X5DS4E>

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

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

CRM Platform

Reference number

ITS056LTU

II.1.2) Main CPV code

- 48900000 - Miscellaneous software package and computer systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Leeds Trinity University is seeking a fit for purpose single CRM system that will enable delivery of engaging, professional, and high-quality communications to enquirers, applicants, partners and current students. The system will also deliver a seamless journey from applicant to enrolled student. It will enable the University to segment communications by audience and allow tracking of reach, engagement, and analysis of communication effectiveness, to improve the applicant and student experience.

II.1.5) Estimated total value

Value excluding VAT: £500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE42 - Leeds

Main site or place of performance

Leeds

II.2.4) Description of the procurement

Leeds Trinity University is seeking a fit for purpose single CRM system that will enable delivery of engaging, professional, and high-quality communications to enquirers, applicants, partners and current students. The system will also deliver a seamless journey from applicant to enrolled student. It will enable the University to segment communications by audience and allow tracking of reach, engagement, and analysis of communication effectiveness, to improve the applicant and student experience.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £500,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

A replacement contract will be required at the expiry of this one

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 5

Objective criteria for choosing the limited number of candidates:

The top 5 scoring applicants will be invited to submit tenders. In the event, all joint fifth scoring applicants will be invited to submit tenders.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Contract Duration:

- 1.The contract will be effective immediately upon award.
- 2.The solution will be operationally 'business as usual' before 10th April 2023
- 3.The contract duration will be based upon the anniversary of point 2 (above) and shall be in effect for three years.
- 4.The university reserves the right to extend the contract for any period up to a maximum of two additional years.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

To respond to this opportunity please click here: <https://neupc.delta-sourcing.com/respond/6NV4X5DS4E>

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As per the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

23 June 2022

Local time

5:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

30 June 2022

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

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: at the expiry of the current contract,

dependent on extensions having been invoked

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

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://neupc.delta-esourcing.com/tenders/UK-UK-Leeds:-Miscellaneous-software-package-and-computer-systems./6NV4X5DS4E>

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GO Reference: GO-202253-PRO-20074349

VI.4) Procedures for review

VI.4.1) Review body

Leeds Trinity University

Brownberrie Lane

Leeds

LS18 5HD

Telephone

+44 1132837100

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Leeds Trinity University

Brownberrie Lane

Leeds

LS18 5HD

Telephone

+44 1132837100

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Leeds Trinity University

Brownberrie Lane

Leeds

LS18 5HD

Telephone

+44 1132837100

Country

United Kingdom