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Contract

MS Dynamics (CRM) – system procurement and installation

The Growth Company

F03: Contract award notice

Notice identifier: 2023/S 000-012030

Procurement identifier (OCID): ocids-h6vhtk-039aa2

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Section I: Contracting authority

I.1) Name and addresses

The Growth Company

Manchester

M1 5JW

Contact

Nick Batty

Email

Nick.Batty@growthco.uk

Telephone

+44 1612374044

Country

United Kingdom

NUTS code

UKD3 - Greater Manchester

Internet address(es)

Main address

<https://www.businessgrowthhub.com/>

I.4) Type of the contracting authority

Other type

Social Enterprise running publicly funded projects

I.5) Main activity

Other activity

Support to local businesses via public funded projects

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

MS Dynamics (CRM) – system procurement and installation

Reference number

T22069

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 introduce a new CRM product that optimises outcomes for GC Business Growth Hub

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: £285,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

II.2.4) Description of the procurement

Our objective is to introduce a new CRM product that optimises outcomes for GC Business Growth Hub (data, service delivery, social and economic impact etc.).

GC Business Growth Hubs IT infrastructure is dominated by Microsoft's architecture and

Dynamics has been selected as the preferred product of choice. Some pre staged project work has already begun to define specific requirements internally. High level and mid-level requirements to support the procurement process have been defined and are attached as an additional schedule to this tender.

We are looking for a partner to support us with procurement, installation, configuration, and knowledge transfer leveraging the suppliers knowledge and experience of the platform, plus any pre-developed packages and additional configuration, to support our business needs.

Additionally, we need our selected partner to support us with moving our ways of working forwards to streamline our processes and specifications that currently underutilise the capability of the platform, we would welcome creativity and guidance to maximise the benefit for both colleagues and staff.

The successful partner will be able to utilise the full range of MS Dynamics modules (off the shelf and / or with pre-configured packages) and have the ability to customise the platform to meet all of our requirements, as well as identifying and suggesting better ways of achieving the same outcome, if the opportunity presents itself.

We are especially interested in being able to use the system to gain insight and analyse data (internal and external) to become more data driven as an organisation in a way that supports quick decision making and long-term strategy. The wider organisation at a corporate level is keen to move to a model of data warehousing and a set up that allows unique reference numbers and integration / comparison of data sources to provide a single customer view (at individual and business level).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Open 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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-002337](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 March 2023

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Ashton Court Group Limited

Northampton

NN7 2QB

Country

United Kingdom

NUTS code

- UKF2 - Leicestershire, Rutland and Northamptonshire

The contractor is an SME

Yes

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

Total value of the contract/lot: £285,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Growth Company

Manchester

Country

United Kingdom