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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): ocds-h6vhtk-039aa2

Published 26 April 2023, 3:52pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

The Growth Company

Manchester

M1 5JW

#### **Contact**

Nick Batty

#### **Email**

[Nick.Batty@growthco.uk](mailto: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

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## **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

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The Growth Company

Manchester

Country

United Kingdom