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Tender

Alumni CRM

University of Exeter

F02: Contract notice

Notice identifier: 2023/S 000-013051

Procurement identifier (OCID): ocds-h6vhtk-03c703

Published 6 May 2023, 12:24pm

Section I: Contracting authority

I.1) Name and addresses

University of Exeter

Northcote House

Exeter

EX4 4QH

Contact

Simon Denton

Email

s.denton@exeter.ac.uk

Telephone

+44 1392723333

Country

United Kingdom

Region code

UKK - South West (England)

National registration number

RC000653

Internet address(es)

Main address

<http://www.exeter.ac.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/53042>

I.3) Communication

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

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=68099&B=EXETER

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=68099&B=EXETER

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

Alumni CRM

Reference number

UOE/2022/053/SD

II.1.2) Main CPV code

- 48190000 - Educational software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

UoE is seeking bids from suppliers capable of providing a cloud based Alumni CRM on a Software as a Service (SaaS) basis for an initial fixed period of five (5) years with further optional extension periods of three (3) and two (2) years respectively.

Prospective suppliers of the required Alumni CRM will need to provide implementation, support and maintenance, lifecycle management and hosting services over the duration of the contract.

Based on the step change in engagement activities and fundraising targets we require a solution that is flexible to meet evolving demands and eminently scalable to manage significantly increased number of alumni.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

1.1 UoE is seeking bids from suppliers capable of providing a cloud based Alumni CRM on a Software as a Service (SaaS) basis for an initial fixed period of five (5) years with further optional extension periods of three (3) and two (2) years respectively.

Prospective suppliers of the required Alumni CRM will need to provide implementation, support and maintenance, lifecycle management and hosting services over the duration of the contract.

Based on the step change in engagement activities an

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: £1,000,000

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

Duration in months

60

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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 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

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.2.2) Time limit for receipt of tenders or requests to participate

Date

7 June 2023

Local time

5:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

7 June 2023

Local time

5:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 5 years

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Royal Court of Justice

Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Legal Services

University of Exeter

Exeter

EX4 4QJ

Country

United Kingdom

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

Legal Services

University of Exeter

Exeter

EX4 4QJ

Country

United Kingdom