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Tender

Customer Relationship Management (CRM) Programme – System Implementation and Support Partner

English Heritage Trust

F02: Contract notice

Notice identifier: 2021/S 000-015316

Procurement identifier (OCID): ocds-h6vhtk-02c347

Published 5 July 2021, 10:29am

Section I: Contracting authority

I.1) Name and addresses

English Heritage Trust

Engine House, Fire Fly Avenue, Swindon, Wiltshire SN2 2EH

Swindon

Email

kevin.churchill@english-heritage.org.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://in-tendhost.co.uk/english-heritage.aspx/Home>

I.3) Communication

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

<https://in-tendhost.co.uk/english-heritage.aspx/Home>

Additional information can be obtained from the above-mentioned address

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

Recreation, culture and religion

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Relationship Management (CRM) Programme – System Implementation and Support Partner

Reference number

P/REF EH 00001706

II.1.2) Main CPV code

- 72212445 - Customer Relation Management software development services

II.1.3) Type of contract

Services

II.1.4) Short description

An Implementation and Support Partner is needed to assist English Heritage in its delivery of a new Customer Relationship Management (CRM) application and associated technologies. English Heritage is undertaking this procurement in accordance with the Public Contracts Regulations 2015 (as amended) and will use the Competitive Dialogue (CD) award procedure. Details of this process can be found in the EHTX Descriptive Document - CRM Competitive Dialogue which has been uploaded for this opportunity.

II.1.5) Estimated total value

Value excluding VAT: £2,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72212445 - Customer Relation Management software development services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Suppliers interested in this opportunity should register at <https://in-tendhost.co.uk/english-heritage.aspx/Home> in order to express interest and download documentation.

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: £2,500,000

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

Start date

4 January 2022

End date

3 February 2027

This contract is subject to renewal

Yes

Description of renewals

5 year extension after 5th year

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

Envisaged minimum number: 5

Maximum number: 7

Objective criteria for choosing the limited number of candidates:

See SQ

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

Initial contract term to be 5 years with the option of a further 5 year extension.

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

Competitive dialogue

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

2 August 2021

Local time

5:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Historic England

sn22eh

london

Email

Procurement@historicengland.org.uk

Country

United Kingdom

Internet address

<https://historicengland.org.uk>