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Tender

Development and Support for CRM Dynamics

York St John University

F02: Contract notice

Notice identifier: 2024/S 000-016240

Procurement identifier (OCID): ocds-h6vhtk-0469dc

Published 22 May 2024, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

York St John University

Lord Mayors Walk

York

YO31 7EX

Email

procurement@yorksja.ac.uk

Telephone

+44 1904876553

Country

United Kingdom

Region code

UKE21 - York

National registration number

04498683

Internet address(es)

Main address

www.yorks.ac.uk

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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-York:-IT-services:-consulting%2C-software-development%2C-Internet-and-support./KGXFC6W8G3>

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

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Development and Support for CRM Dynamics

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

The University requires a partner to support the University with the continued development of its Microsoft Dynamics CRM platform to meet the needs of four strategic initiatives; the student hub, student wellbeing, student funding and CRM communications.

II.1.5) Estimated total value

Value excluding VAT: £220,000

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

- UKE21 - York

Main site or place of performance

York

II.2.4) Description of the procurement

The University requires a partner to support the University with the continued development of its Microsoft Dynamics CRM platform to meet the needs of four strategic initiatives; a student hub;, student wellbeing; student funding; and CRM communications.

II.2.5) Award criteria

Quality criterion - Name: Resourcing / Weighting: 5

Quality criterion - Name: Capability / Weighting: 25

Quality criterion - Name: Methodology / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Success factors / Weighting: 5

Quality criterion - Name: Added value / Weighting: 5

Cost criterion - Name: Price and overall value for money / Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £220,000

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

Duration in months

12

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

II.2.14) Additional information

To respond to this opportunity please click here: <https://neupc.delta-esourcing.com/respond/KGXFC6W8G3>

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Selection criteria as stated in the procurement documents

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

26 June 2024

Local time

3:00pm

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

IV.2.7) Conditions for opening of tenders

Date

26 June 2024

Local time

3:00pm

Place

York, UK

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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:

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GO Reference: GO-2024522-PRO-26171390

VI.4) Procedures for review

VI.4.1) Review body

York St John University

Lord Mayors Walk

York

YO31 7EX

Country

United Kingdom

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

York St John University

Lord Mayors Walk

York

YO31 7EX

Country

United Kingdom