This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/016240-2024">https://www.find-tender.service.gov.uk/Notice/016240-2024</a>

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

**YO317EX** 

#### **Email**

procurement@yorksj.ac.uk

#### **Telephone**

+44 1904876553

#### Country

**United Kingdom** 

#### **Region code**

UKE21 - York

#### National registration number

04498683

#### Internet address(es)

Main address

www.yorksj.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: <a href="https://neupc.delta-esourcing.com/respond/KGXFC6W8G3">https://neupc.delta-esourcing.com/respond/KGXFC6W8G3</a>

# 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

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#### 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:

https://neupc.delta-esourcing.com/tenders/UK-UK-York:-IT-services:-consulting%2C-software-development%2C-Internet-and-support./KGXFC6W8G3

To respond to this opportunity, please click here:

https://neupc.delta-esourcing.com/respond/KGXFC6W8G3

GO Reference: GO-2024522-PRO-26171390

## VI.4) Procedures for review

#### VI.4.1) Review body

York St John University

Lord Mayors Walk

York

**YO317EX** 

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United Kingdom

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

York St John University

Lord Mayors Walk

York

**YO317EX** 

Country

United Kingdom