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Tender

## **UCA - Customer Relationship Management Solution**

University For the Creative arts

F02: Contract notice

Notice identifier: 2021/S 000-017739

Procurement identifier (OCID): ocds-h6vhtk-02ccb9

Published 27 July 2021, 8:38am

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

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

University For the Creative arts

Falkner Road

Farnham

GU9 7DS

#### **Contact**

Procurement

#### **Email**

[procurement@uca.ac.uk](mailto:procurement@uca.ac.uk)

#### **Telephone**

+44 1252892638

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.uca.ac.uk](http://www.uca.ac.uk)

**I.3) Communication**

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

<https://in-tendhost.co.uk/universityforthecreativearts>

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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

UCA - Customer Relationship Management Solution

Reference number

UCA/2021/Marketing/CRM

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

UCA - Customer Relationship Management SolutionREF - UCA/2021/Marketing/CRMThe University For The Creative Arts seeks to investigate the opportunities available to replace its current CRM (Radius) with an improved solution: a fully functional CRM software application – incorporating an integrated customer database and a full contact management suite – for supporting CRM, Marketing and Campaign ManagementSuppliers that would like to take part in this tender process are invited to Express Interest until 27 Aug 2021 upon which they will be given access to the full tender documentation through this e-tendering system. Tender submissions must be received by Midday 27 Aug 2021Please allow sufficient time to make your return as late returns will not be permitted.Any questions relating to this tender should be made via correspondence on the website and can be addressed to the main contact as shown in the details above.

#### **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
- 72212481 - Sales or marketing software development services

- 48480000 - Sales, marketing and business intelligence software package
- 72212480 - Sales, marketing and business intelligence software development services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

UCA CRM Software

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Start date

17 October 2021

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

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## **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

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## **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

27 August 2021

Local time

12:00pm

#### **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

27 August 2021

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

University For The Creative Arts

Farnham

Country

United Kingdom