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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

Telephone

+44 1252892638

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

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 Solution
REF - UCA/2021/Marketing/CRM
The 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 Management
Suppliers 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 2021
Please 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

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

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

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