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Tender

## **Cloud Based CRM System**

United Kingdom Atomic Energy Authority

F02: Contract notice

Notice identifier: 2024/S 000-020636

Procurement identifier (OCID): ocds-h6vhtk-047b31

Published 5 July 2024, 2:49pm

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

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

United Kingdom Atomic Energy Authority

Culham Campus

Abingdon

OX14 3DB

#### **Contact**

Guy Wells

#### **Email**

[guy.wells@ukaea.uk](mailto:guy.wells@ukaea.uk)

#### **Telephone**

+44 0123546

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**National registration number**

N/A

**Internet address(es)**

Main address

<http://www.gov.uk/government/organisations/uk-atomic-energy-authority>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/72814>

**I.3) Communication**

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

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=83434&B=UKAEA](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=83434&B=UKAEA)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=83434&B=UKAEA](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=83434&B=UKAEA)

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**

Other activity

Fusion Research

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## **Section II: Object**

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

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

Cloud Based CRM System

Reference number

T/GW/041/24

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

- 48445000 - Customer Relation Management software package

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

Supplies

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

The UKAEA is seeking an out of the box CRM solution that requires minimum configuration. The solution is expected to be offered as SaaS with the data centre located in the UK or EU.

The tool will be mainly used by the Business Development Department (BD) of the UKAEA works with internal and external stakeholders to identify opportunities for collaborations, commercial deals, and inward investment opportunities. Its external stakeholders include funding agencies, academic and research institutions, public and private sector entities in the UK and abroad.

#### **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)**

- 48445000 - Customer Relation Management software package

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

Oxfordshire

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

The UKAEA is seeking an out of the box CRM solution that requires minimum configuration. The solution is expected to be offered as SaaS with the data centre located in the UK or EU.

Contract will include mobilisation period and an initial two year term with the option to extend by a further three years  $2+2+1 = 5$  years.

### **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: £220,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

$2+2+1 = 5$  years

### **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**

All figures are excluding VAT.

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## **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

Refer to Procurement Documents for information.

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

Refer to Procurement Documents for information.

Minimum level(s) of standards possibly required

Refer to Procurement Documents for information.

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

Refer to Procurement Documents for information.

Minimum level(s) of standards possibly required

Refer to Procurement Documents for information.

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

Refer to Procurement Documents for information.

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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

6 August 2024

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**

Tender must be valid until: 5 November 2024

### **IV.2.7) Conditions for opening of tenders**

Date

6 August 2024

Local time

12:00pm

Place

Culham

Information about authorised persons and opening procedure

Two authorised officers from UKAEA

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## **Section VI. Complementary information**

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

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 5 years

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

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

UK Atomic Energy Authority

Culham Science Centre

Abingdon

OX14 3DB

Country

United Kingdom

Internet address

<https://www.gov.uk/government/organisations/uk-atomic-energy-authority>

##### **VI.4.2) Body responsible for mediation procedures**

UK Atomic Energy Authority

Culham Science Centre

Abingdon

OX14 3DB

Country

United Kingdom

Internet address

<https://www.gov.uk/government/organisations/uk-atomic-energy-authority>

##### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures



#### VI.4.2) Body responsible for mediation procedures

#### VI.4.3) Review procedure

Precise information on deadline(s) for review procedures:

The authority will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers.

This period allows unsuccessful tenderers to seek further debriefing from the authority before a contract is entered into applicants have 2 working days from the notification of the award decision to request. Additional debriefing and that information have to be provided within a minimum of 3 working days before the expiry of the standstill period. Such additional information should be sought from the contact named in this notice.

If an appeal regarding the award of a contract has not been successfully resolved, the Public Contracts Regulations 2015 (SI 2015 No. 102) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).

Any such action must be brought promptly.

(generally within 3 months).

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

UK Atomic Energy Authority

Culham Science Centre

Abingdon

OX14 3DB

Country

United Kingdom

Internet address

<https://www.gov.uk/government/organisations/uk-atomic-energy-authority>