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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

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

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

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

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.

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.

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

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>