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Tender

Microsoft Dynamics Implementation Partner

Trafford Council

F02: Contract notice

Notice identifier: 2022/S 000-020710

Procurement identifier (OCID): ocds-h6vhtk-03572a

Published 28 July 2022, 7:24pm

Section I: Contracting authority

I.1) Name and addresses

Trafford Council

4th Floor, Waterside House, Waterside Plaza

Sale

M33 7ZF

Contact

Mr Liam Gilmore

Email

liam.gilmore@star-procurement.gov.uk

Country

United Kingdom

Region code

UKD - North West (England)

Internet address(es)

Main address

<http://www.trafford.gov.uk/>

Buyer's address

<http://www.trafford.gov.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://procontract.due-north.com/register>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/register>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Microsoft Dynamics Implementation Partner

Reference number

DN625345

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 current CRM (Civica C360) is end of life and a decision has been made by the Council replace the current CRM with Microsoft Dynamics 365.

The software licences for Microsoft Dynamics 365 have been procured via the recent Microsoft Licensing Partner procurement exercise which was concluded last month.

There is a requirement to procure a technical implementation partner to provide support with the following:

- Provide technical expertise with the migration of the current CRM services to the Dynamics 365 platform
- To develop the skills of IT & Digital resources in Trafford so we can become self-sufficient as a Council
- To provide advice and guidance on future support models
- To set up the Dynamics 365 environment
- To advise on how to make use of the out of the box functionality to improve the processes in scope for migration
- To provide expertise in the implementation approach and phasing of the project

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
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

The current CRM (Civica C360) is end of life and a decision has been made by the Council replace the current CRM with Microsoft Dynamics 365.

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- To set up the Dynamics 365 environment
- To advise on how to make use of the out of the box functionality to improve the processes in scope for migration
- To provide expertise in the implementation approach and phasing of the project

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Quality criterion - Name: Price / Weighting: 30

Price - Weighting: 30

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

Start date

1 November 2022

This contract is subject to renewal

Yes

Description of renewals

1 x 12 Months extension option

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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 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: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

30 August 2022

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

30 August 2022

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

Trafford Council

Manchester

M32 0TH

Country

United Kingdom