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Tender

## **Transforming Performance, Provision of Customer Relationship Management (CRM) Systems**

University of Bedfordshire

F02: Contract notice

Notice identifier: 2024/S 000-022128

Procurement identifier (OCID): ocds-h6vhtk-047e3a

Published 17 July 2024, 4:47pm

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

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

University of Bedfordshire

Finance Department University of Bedfordshire Luton LU1 3JU

Luton

LU1 3JU

#### **Email**

[Damola.Aladesiun@beds.ac.uk](mailto:Damola.Aladesiun@beds.ac.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH - East of England

#### **Internet address(es)**

Main address

<https://www.beds.ac.uk/>

Buyer's address

<https://www.in-tendhost.co.uk/universityofbedfordshire.aspx/Home>

### **I.3) Communication**

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

<https://www.in-tendhost.co.uk/universityofbedfordshire.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.in-tendhost.co.uk/universityofbedfordshire.aspx/Home>

Tenders or requests to participate must be submitted to the above-mentioned address

### **I.4) Type of the contracting authority**

Other type

Educational Organisation

### **I.5) Main activity**

Education

## **Section II: Object**

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

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

Transforming Performance, Provision of Customer Relationship Management (CRM) Systems

Reference number

UoB/P CORP - 00000682

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

- 48000000 - Software package and information systems

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

Supplies

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

Provision of Customer Relationship Management (CRM) Systems

#### **II.1.5) Estimated total value**

Value excluding VAT: £330,000

#### **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

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

NUTS codes

- UKH - East of England

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

Transforming Performance, Provision of Customer Relationship Management (CRM) System

**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: £330,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Yes 3 years initial till Oct 2027 with option to extend for 2 years till Oct 2029

**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.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Please see tender documents

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

List and brief description of selection criteria

Please see tender documents

Minimum level(s) of standards possibly required

Please see tender documents

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

List and brief description of selection criteria

Please see tender documents

Minimum level(s) of standards possibly required

Please see tender 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

19 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: 31 December 2024

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

Date

19 August 2024

Local time

12:00pm

Place

Please see tender documents

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## **Section VI. Complementary information**

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

This is a recurrent procurement: Yes

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

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

Public Procurement Review Service (PPRS) Highlights

London

Country

United Kingdom

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

Precise information on deadline(s) for review procedures

Centre for Effective Dispute Resolution (•CEDR•)

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

Centre for Effective Dispute Resolution (•CEDR•)

Luton

Country

United Kingdom