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Contract

Microsoft Dynamics Implementation Partner

Trafford Council

F03: Contract award notice

Notice identifier: 2022/S 000-028755

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

Published 12 October 2022, 6:49pm

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

Telephone

+44 7800515466

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.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.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £872,740

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

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Council replace the current CRM with Microsoft Dynamics 365.

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 55

Quality criterion - Name: Social Value / Weighting: 15

Price - Weighting: 30

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 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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-020710](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 September 2022

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

RedCortex Ltd

Cardiff

Country

United Kingdom

NUTS code

- UKL - Wales

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £872,740

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Trafford Council

Manchester

M32 0TH

Country

United Kingdom