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Contract

## **Microsoft Dynamics Implementation Partner**

Trafford Council

F03: Contract award notice

Notice identifier: 2022/S 000-028755

Procurement identifier (OCID): ocds-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](mailto: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

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## **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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### **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

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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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

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

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## **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

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## **Section VI. Complementary information**

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

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

Trafford Council

Manchester

M32 0TH

Country

United Kingdom