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Tender

## **Development and Alumni Relations Office (DARO) CRM System**

University of Bristol

F02: Contract notice

Notice identifier: 2021/S 000-029103

Procurement identifier (OCID): ocds-h6vhtk-02f91e

Published 22 November 2021, 10:45pm

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

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

University of Bristol

4th Floor, Augustine's Courtyard, Orchard Lane

Bristol

BS1 5DS

#### **Email**

[tu19629@bristol.ac.uk](mailto:tu19629@bristol.ac.uk)

#### **Telephone**

+44 01179289000

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.bristol.ac.uk](http://www.bristol.ac.uk)

**I.3) Communication**

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

<https://tenders.bris.ac.uk/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://tenders.bris.ac.uk/web/login.html>

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**

Education

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**Section II: Object**

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

**II.1.1) Title**

Development and Alumni Relations Office (DARO) CRM System

**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 University of Bristol's (UoB) Development and Alumni Relations Office (DARO) is seeking a central CRM System\* that will underpin all activity that contributes to DARO's mission, to connect communities and embed a culture of engagement and philanthropy at the heart of the University, with alumni and friends working seamlessly with University staff and students to transform lives.

DARO requires a fast, reliable and user-friendly CRM that can support and record a wide range of activity. The System must be flexible in order to accommodate a growing program of activity, with the ability to tailor it for the purposes of different teams.

DARO intends to award a contract for an initial term of 5 years with the options of 2 further 1 year periods.

Full Requirements are published on the University's eProcurement Portal linked at the above URL

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UK - United Kingdom

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

The University of Bristol's (UoB) Development and Alumni Relations Office (DARO) is seeking a central CRM System\* that will underpin all activity that contributes to DARO's mission, to connect communities and embed a culture of engagement and philanthropy at the heart of the University, with alumni and friends working seamlessly with University staff and students to transform lives.

DARO requires a fast, reliable and user-friendly CRM that can support and record a wide range of activity. The System must be flexible in order to accommodate a growing program of activity, with the ability to tailor it for the purposes of different teams.

DARO intends to award a contract for an initial term of 5 years with the options of 2 further 1 year periods.

Full Requirements are published on the University's eProcurement Portal linked at the above URL

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

84

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

2 Optional Contract years (5 initial term plus 2 one year optional extensions)

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

Selection criteria as stated in the procurement documents

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

Selection criteria as stated in the procurement 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: No

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

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

Date

14 January 2022

Local time

4:00pm

#### **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**

Duration in months: 6 (from the date stated for receipt of tender)

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

Date

17 January 2022

Local time

9:00am

Place

Remote electronic opening

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### **Section VI. Complementary information**

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

This is a recurrent procurement: No

#### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

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

Royal Courts of Justice

Strand, London WC2A 2LL

Country

United Kingdom

##### **VI.4.2) Body responsible for mediation procedures**

Royal Courts of Justice

Strand, London WC2A 2LL

Country

United Kingdom

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

Precise information on deadline(s) for review procedures

Bidders have the right to appeal as set out in the Public Contracts Regulations 2015.

Proceedings under the Public Contracts Regulations 2015 are time limited and any such proceedings must be brought in the High Court of England and Wales.