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Opportunity

Development and Alumni Relations Office (DARO) CRM System

University of Bristol

F02: Contract notice

Notice reference: 2021/S 000-029103

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

Telephone

+44 01179289000

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

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.

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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

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

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

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.