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Tender

## **ID 4208385 - DfE - TOURISM NI - MICROSOFT DYNAMICS 365 SUPPORT AND DEVELOPMENT PARTNER**

Tourism NI

F02: Contract notice

Notice identifier: 2022/S 000-029787

Procurement identifier (OCID): ocds-h6vhtk-0377f1

Published 21 October 2022, 2:51pm

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

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

Tourism NI

Floors 10-12, Linum Chambers, Bedford Square, Bedford Street

BELFAST

BT2 7ES

#### **Contact**

SSDAdmin.CPDfinance-ni.gov.uk

#### **Email**

[SSDAdmin.CPD@finance-ni.gov.uk](mailto:SSDAdmin.CPD@finance-ni.gov.uk)

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

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

<https://etendersni.gov.uk/epps>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etendersni.gov.uk/epps>

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

Body governed by public law

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

ID 4208385 - DfE - TOURISM NI - MICROSOFT DYNAMICS 365 SUPPORT AND DEVELOPMENT PARTNER

#### **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 Northern Ireland Tourist Board trading as Tourism Northern Ireland (TNI) wishes to appoint a Contractor to provide Microsoft Dynamics 365 implementation for its CRM, Finance and HR systems, to include business process transformation and ongoing support and continuous improvements. The contractor should be a verified Microsoft partner.

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

Value excluding VAT: £2,000,000

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

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 72200000 - Software programming and consultancy services
- 72210000 - Programming services of packaged software products
- 48000000 - Software package and information systems

- 48600000 - Database and operating software package
- 48800000 - Information systems and servers

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

NUTS codes

- UKN - Northern Ireland

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

The Northern Ireland Tourist Board trading as Tourism Northern Ireland (TNI) wishes to appoint a Contractor to provide Microsoft Dynamics 365 implementation for its CRM, Finance and HR systems, to include business process transformation and ongoing support and continuous improvements. The contractor should be a verified Microsoft partner.

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

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Cost / Weighting: 40

### **II.2.6) Estimated value**

Value excluding VAT: £2,000,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

This contract will be potentially be due to be re-procured after initial contract period or following any extension period

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

Variants will be accepted: No

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

Options: Yes

Description of options

After the initial contract period of 3 years there will be an options to extend the contract for a further two periods of 1 year. (+3+1+1)

### **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: Yes

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

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

Date

20 November 2022

Local time

3:00pm

#### **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: 18 February 2023

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

Date

20 November 2022

Local time

3:30pm

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## Section VI. Complementary information

### VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: This contract will potentially be due to be re-procured after the initial contract period and/or following any extensions.

### VI.3) Additional information

The successful contractor's performance on this contract will be managed as per the specification and regularly monitored (see... Procurement Guidance Note 01/12 — Contract Management — Procedures and Principles). Contractors not delivering on contract... requirements is a serious matter. It means the public purse is not getting what it is paying for. If a contractor fails to reach satisfactory... levels of contract performance they will be given a specified time to improve. If, after the specified time, they still fail to reach satisfactory... levels of contract performance, the matter will be escalated to senior management in CPD for further action. If this occurs and their... performance still does not improve to satisfactory levels within the specified period, it may be regarded as an act of grave professional... misconduct and they may be issued with a notice of unsatisfactory performance and this contract may be terminated. A central register... of such notices for supplies and services contracts will be maintained and published on the CPD website. Any contractor in receipt of.. a. notice of unsatisfactory performance will be required to declare this in future tender submissions for a period of 3 years from the.. date of.. issue of the notice. It may also result in the contractor being excluded from all procurement competitions being undertaken.. by Centres. of Procurement Expertise on behalf of bodies covered by the Northern Ireland Procurement Policy. The authority expressly.. reserves. the rights:.. (i) not to award any contract as a result of the procurement process commenced by publication of this notice; ... (ii) to make. whatever changes it may see fit to the content and structure of the tendering competition;.. (iii) to award (a) contract(s) in.. respect of any. part(s) of the (services) covered by this notice; and.. (iv) to award contract(s) in stages and in no circumstances will the.. authority be liable.. for any costs incurred by candidates

### VI.4) Procedures for review

#### VI.4.1) Review body

The UK does not have any special review body with responsibility for appeal/mediation procedures in public procurement competitions. Instead; any challenges are dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of the PCR2015 as amended

United Kingdom

Country

United Kingdom

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

Precise information on deadline(s) for review procedures

CPD will comply with the Public Contracts Regulations 2015 and, where.. appropriate, will incorporate a standstill period (i.e. a minimum of 10 calendar days) at the point information on the award of contract is.. communicated to tenderers. That notification will provide full information on the award decision. This provides time for the unsuccessful.. tenderers to challenge the award decision before the contract is entered into.