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Tender

Consultancy and implementation services for a Microsoft Dynamics CRM Solution

NCFE

F01: Prior information notice

Call for competition

Notice identifier: 2022/S 000-032593

Procurement identifier (OCID): ocids-h6vhtk-0385fc

Published 17 November 2022, 10:00am

Section I: Contracting authority

I.1) Name and addresses

NCFE

Benton Lane Quorum Park

NEWCASTLE-UPON-TYNE

NE128BT

Contact

Carl Pryke

Email

procurement@ncfe.org.uk

Telephone

+44 1912408943

Country

United Kingdom

Region code

UKC22 - Tyneside

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://ncfe.org.uk/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://ncfe.org.uk/>

I.4) Type of the contracting authority

Other type

Educational charity

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Consultancy and implementation services for a Microsoft Dynamics CRM Solution

Reference number

P66-CRM

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

Consultancy and implementation services for a Microsoft Dynamics CRM Solution under a NCFE contract.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72212445 - Customer Relation Management software development services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

Main site or place of performance

Newcastle upon Tyne, UK - expected to be mainly remote services

II.2.4) Description of the procurement

To provide consultancy and implementation services for a:

Microsoft Dynamics CRM Solution

The impact of this project will underpin the entire digital infrastructure of NCFE's business proposition for the foreseeable future, so we're looking for a partner who will help us to realise the systematic and operational potential of a foundation built using Microsoft solutions.

We're looking for an implementation partner that not only has the reach and expertise to call upon industry specialists from the entire suite of Microsoft products but will also be amenable to the notion of collaborating with and educating internal stakeholders at NCFE.

We require an agile partner that will consult with us on how to implement best-in-breed products, empower us to forge a culture of continuous improvement and enlighten us as to how we can safeguard our operating model for years to come.

We're aware that the task in hand is a multi-phased, epic project. As such, we're looking for an organisation who can use their experience to assist us in calibrating our hierarchy of needs to find the best route forward.

Data and insights will be a primary objective throughout the course of the implementation, so the successful partner should be willing to examine our as is processes and data models to consult on how we can develop not only an industry leading client services lifecycle, but also the best user journeys for the end users of the products and services that we offer.

Phase 1

In the first phase of this project, we are looking to consolidate and revitalise the systems involved with the B2B client lifecycles from the point of first contact through to retention. Multi-user client relationship management will be required to collect and enrich a dataset, which will in turn provide business intelligence that improves upselling or cross selling opportunities.

Quality management of data will be a critical component of this build, so there will be a need to work with NCFE on how best to develop and integrate a suitable EQMS into any architecture.

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

Start date

31 March 2023

End date

30 March 2024

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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 expressions of interest

Date

7 December 2022

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NCFE

Newcastle upon Tyne

NE12 8BT

Email

procurement@ncfe.org.uk

Country

United Kingdom