

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/033836-2023>

Tender

Customer Relationship Management ReImplementation

University of Reading

F02: Contract notice

Notice identifier: 2023/S 000-033836

Procurement identifier (OCID): ocds-h6vhtk-041a31

Published 15 November 2023, 5:08pm

Section I: Contracting authority

I.1) Name and addresses

University of Reading

Millier Building, P.O. Box 227, Whiteknights

Reading

RG6 6AB

Contact

Aarti Knight

Email

aarti.knight@reading.ac.uk

Country

United Kingdom

NUTS code

UKJ11 - Berkshire

Internet address(es)

Main address

<https://in-tendhost.co.uk/theuniversityofreading>

Buyer's address

<https://in-tendhost.co.uk/theuniversityofreading>

I.3) Communication

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

<https://in-tendhost.co.uk/theuniversityofreading>

Additional information can be obtained from the above-mentioned address

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

Customer Relationship Management ReImplementation

Reference number

UOR-IT-24-030

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 University is seeking a supplier who will build and re-implement a new version of our current CRM solution using Microsoft Dynamics that meets the requirements of the Global Recruitment and Admissions team.

II.1.5) Estimated total value

Value excluding VAT: £500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48700000 - Software package utilities

II.2.3) Place of performance

NUTS codes

- UKJ11 - Berkshire

II.2.4) Description of the procurement

The University is seeking a supplier who will build and re-implement a new version of our current CRM solution using Microsoft Dynamics that meets the requirements of the Global Recruitment & Admissions GRA team

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £500,000

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

Duration in months

12

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

II.2.10) Information about variants

Variants will be accepted: Yes

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

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

Restricted 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

13 December 2023

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

20 December 2023

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: 21 April 2025

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

University of Reading

Procurement Department at University of Reading

Reading

RG6 6AD

Email

procurement@reading.ac.uk

Country

United Kingdom