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Opportunity

## **Customer Relationship Management Reimplementation**

University of Reading

F02: Contract notice

Notice reference: 2023/S 000-033836

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](mailto: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

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## **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

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## **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](mailto:procurement@reading.ac.uk)

Country

United Kingdom