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Contract

CRM Platform

Leeds Trinity University

F03: Contract award notice

Notice identifier: 2022/S 000-036285

Procurement identifier (OCID): ocds-h6vhtk-033332

Published 21 December 2022, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

Leeds Trinity University

Brownberrie Lane

Leeds

LS18 5HD

Email

m.hayter@leedstrinity.ac.uk

Telephone

+44 1132837100

Country

United Kingdom

Region code

UKE4 - West Yorkshire

Internet address(es)

Main address

<https://www.leadstrinity.ac.uk/>

Buyer's address

<https://neupc.delta-esourcing.com/members/leeds-trinity-university/>

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

CRM Platform

Reference number

ITS056LTU

II.1.2) Main CPV code

- 48900000 - Miscellaneous software package and computer systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Leeds Trinity University is seeking a fit for purpose single CRM system that will enable delivery of engaging, professional, and high-quality communications to enquirers, applicants, partners and current students. The system will also deliver a seamless journey from applicant to enrolled student. It will enable the University to segment communications by audience and allow tracking of reach, engagement, and analysis of communication effectiveness, to improve the applicant and student experience.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £350,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE42 - Leeds

Main site or place of performance

Leeds

II.2.4) Description of the procurement

Leeds Trinity University is seeking a fit for purpose single CRM system that will enable delivery of engaging, professional, and high-quality communications to enquirers, applicants, partners and current students. The system will also deliver a seamless journey from applicant to enrolled student. It will enable the University to segment communications by audience and allow tracking of reach, engagement, and analysis of communication effectiveness, to improve the applicant and student experience.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

Contract Duration: 1.The contract will be effective immediately upon award. 2.The solution will be operationally 'business as usual' before 10th April 2023 3.The contract duration will be based upon the anniversary of point 2 (above) and shall be in effect for three years. 4.The university reserves the right to extend the contract for any period up to a maximum of two additional years.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

To respond to this opportunity please click here: <https://neupc.delta-sourcing.com/respond/6NV4X5DS4E>

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-011413](#)

Section V. Award of contract

Contract No

1

Title

CRM Platform

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 December 2022

V.2.2) Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Creation Technology Solutions Limited

Barley Mow Centre, 10 Barley Mow Passage

London

W4 4PH

Country

United Kingdom

NUTS code

- UKE42 - Leeds

National registration number

05953173

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £500,000

Total value of the contract/lot: £350,000

Section VI. Complementary information

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click here:

<https://neupc.delta-esourcing.com/delta/viewNotice.html?noticeId=746209256>

GO Reference: GO-20221221-PRO-21802620

VI.4) Procedures for review

VI.4.1) Review body

Leeds Trinity University

Brownberrie Lane

Leeds

LS18 5HD

Telephone

+44 1132837100

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Leeds Trinity University

Brownberrie Lane

Leeds

LS18 5HD

Telephone

+44 1132837100

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Leeds Trinity University

Brownberrie Lane

Leeds

LS18 5HD

Telephone

+44 1132837100

Country

United Kingdom