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Tender

## **Case and Enquiry Management solution**

Bournemouth University Higher Education Corporation (known as Bournemouth University)

F02: Contract notice

Notice identifier: 2023/S 000-037518

Procurement identifier (OCID): ocds-h6vhtk-0428cd

Published 20 December 2023, 3:24pm

## **Section I: Contracting authority**

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

Bournemouth University Higher Education Corporation (known as Bournemouth University)

Poole House, Talbot Campus, Fern Barrow

Poole

BH12 5BB

#### **Contact**

Pauline Dean

#### **Email**

[pdean@bournemouth.ac.uk](mailto:pdean@bournemouth.ac.uk)

#### **Country**

United Kingdom

**NUTS code**

UKK24 - Bournemouth, Christchurch and Poole

**Internet address(es)**

Main address

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

**I.3) Communication**

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

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**

Case and Enquiry Management solution

Reference number

IT/PD/191

#### **II.1.2) Main CPV code**

- 48445000 - Customer Relation Management software package

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Bournemouth University wishes to procure a solution to manage student cases and enquiries, which is secure, user-friendly and provides effective management of student wellbeing

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

Value excluding VAT: £1,000,000

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

This contract is divided into lots: No

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

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

- 48445000 - Customer Relation Management software package

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

NUTS codes

- UKK24 - Bournemouth, Christchurch and Poole

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

Bournemouth University wishes to procure a solution to manage student cases and enquiries, which is secure, user-friendly and provides effective management of student wellbeing

#### **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

15 April 2024

End date

14 April 2034

This contract is subject to renewal

No

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

Variants will be accepted: No

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

Options: No

#### **II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

#### **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 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

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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: No

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

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

Date

30 January 2024

Local time

12:00pm

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

English

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

Date

30 January 2024

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Bournemouth University Higher Education Corporation (known as Bournemouth University)

Poole House, Talbot Campus, Fern Barrow

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BH12 5BB

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