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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

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

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

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

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

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

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