

This notice in TED website: <https://ted.europa.eu/udl?uri=TED:NOTICE:600240-2020:TEXT:EN:HTML>

**United Kingdom-Birmingham: Software-related services
2020/S 242-600240**

Prior information notice

This notice aims at reducing time limits for receipt of tenders

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Official name: Aston University
Postal address: Aston Triangle
Town: Birmingham
NUTS code: UKG31 Birmingham
Postal code: B4 7ET
Country: United Kingdom
Contact person: Mrs Shirley O'Reilly
E-mail: s.a.oreilly@aston.ac.uk
Telephone: +44 1212044395

Internet address(es):

Main address: <http://www.aston.ac.uk>
Address of the buyer profile: <https://procontract.due-north.com/Register>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://procontract.due-north.com/Register>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <https://procontract.due-north.com/Register>

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:

564 — Customer Relationship Management System
Reference number: DN513738

II.1.2) Main CPV code

72260000 Software-related services

II.1.3) Type of contract

Services

II.1.4) Short description:

The University is seeking to appoint a 3rd party delivery partner to work with the University to design, develop and implement a CRM system using Microsoft Dynamics. The partner would work in partnership with the University's Project Management Office, Digital Services Team and other relevant internal stakeholders to lead the transformation, challenge business processes and implement the technology platform.

The successful bidder must have demonstrable experience of designing and architecting solutions without a proprietary 'IP layer' for a Customer Relationship Management System. This includes workflows which are tailored to the University's requirements and 'future proofed' (implementation may develop beyond the initial scope).

The University's intentions and objectives are to appoint a single delivery partner that will:

- (i) deliver a CRM solution that meets Aston's needs and requirements; and
- (ii) has the capability to deliver other solutions and projects on the Dynamics platform (and in this context, the University will consider creating Aston a non-exclusive call off contract with the appointed delivery partner which enables Aston to make direct awards of additional contracts at its sole and absolute discretion).

II.1.5) Estimated total value

II.1.6) Information about lots

This contract is divided into lots: no

II.2) Description

II.2.2) Additional CPV code(s)

72212445 Customer Relation Management software development services

72212781 System management software development services

72212982 Configuration management software development services

72212983 Development software development services

72230000 Custom software development services

II.2.3) Place of performance

NUTS code: UKG31 Birmingham

Main site or place of performance:

Aston University, Aston Triangle, Birmingham, B4 7ET, UNITED KINGDOM.

II.2.4) Description of the procurement:

The supplier must:

- be a recognised Microsoft Dynamics 365 Gold Partner;
- have demonstrable enterprise wide XRM system implementation experience;
- have demonstrable HE sector experience;
- have demonstrable experience of designing and architecting solutions without a proprietary 'IP layer'. This includes workflows which are tailored to the University's requirements and 'future proofed' (implementation may develop beyond the initial scope);
- have demonstrable experience of developing a single customer view/s within Dynamics bringing together data from a range of systems;
- have demonstrable experience of co-working within a client delivery programme with internal client resources and other suppliers to facilitate collaborative decision making and development; upskilling internal resource;
- have demonstrable experience of managing complex transformation projects bringing together a range of stakeholders to a common goal and aligning inconsistent business processes.

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**

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

This contract is subject to renewal: yes

Description of renewals:

As determined by either the tender process or by the University, we reserve the right to extend the contract as deemed necessary.

II.2.10) **Information about variants**

II.2.11) **Information about options**

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**

II.3) **Estimated date of publication of contract notice:**

14/01/2021

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

III.2) **Conditions related to the contract**

III.2.3) **Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV: Procedure

IV.1) **Description**

IV.1.3) **Information about a framework agreement or a dynamic purchasing system**

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.2.5) **Scheduled date for start of award procedures:**

24/02/2021

Section VI: Complementary information

VI.3) **Additional information:**

VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: Aston University

Town: Birmingham

Country: United Kingdom

Internet address: <https://procontract.due-north.com/Register>

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:

Please contact the University via the ProContract e-tendering portal in the first instance.

This authority will incorporate a minimum of 10 calendar days standstill period. Information on the award of the contract will be communicated to tenderers.

VI.5) **Date of dispatch of this notice:**
08/12/2020