

**United Kingdom-Bradford: Customer Relation Management software package**

OJ S 36/2018 21/02/2018

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Bradford College

Postal address: Great Horton Road

Town: Bradford

NUTS code: UK United Kingdom

Postal code: BD7 1AY

Country: United Kingdom

E-mail: [s.thorpe@bradfordcollege.ac.uk](mailto:s.thorpe@bradfordcollege.ac.uk)

Telephone: +44 1376511411

Fax: +44 1376515970

**Internet address(es):**Main address: <http://www.bradfordcollege.ac.uk/>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://suppliers.multiquote.com>

Tenders or requests to participate must be submitted electronically via: <https://suppliers.multiquote.com>

Tenders or requests to participate must be submitted to the abovementioned address

Additional information can be obtained from another address:

Official name: Bradford College

Postal address: Great Horton Road

Town: Bradford

NUTS code: UK United Kingdom

Postal code: BD7 1AY

Country: United Kingdom

E-mail: [s.thorpe@bradfordcollege.ac.uk](mailto:s.thorpe@bradfordcollege.ac.uk)

Telephone: +44 1376511411

Fax: +44 1376515970

**Internet address(es):**Main address: <http://www.bradfordcollege.ac.uk/>**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Education

**Section II: Object**

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## **II.1. Scope of the procurement**

### **II.1.1. Title**

Bradford College tender for Customer Relationship Management Software (CRM)  
Reference number: CA4612 -

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

48445000 Customer Relation Management software package

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

Services

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

Supply, Customisation and Maintenance of a Customer Relationship Management Software system (CRM).

### **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

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

NUTS code: UK United Kingdom

Main site or place of performance: Bradford.

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

Bradford College has a requirement to appoint a provider for the supply and maintenance of a Customer Relationship Management Software system for Phase One of the college's implementation plan. Phase One will cover the following departments of the College:

1. Business Development & Employer Engagement
2. Schools Liaison
3. Conferencing and Events
4. Alumni

Phase 2 will involve the CRM being rolled out to the remainder of the College and is subject to the successful implementation of Phase One.

### **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**

Duration in months: 60

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: yes

Description of options:

60 month(s) from the commencement date, with 24 initial month(s) and option to extend 3x12 month(s)

### **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**

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions for participation**

#### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

In the first instance, candidates should register with [multiquote.com](http://multiquote.com) and express an interest in the contract. Contract details can be found under the 'Opportunities' section of the [multiquote.com](http://multiquote.com) homepage. A pre qualification questionnaire must be completed and returned (via [multiquote.com](http://multiquote.com)) as part of the request to participate process. Candidates will need to provide as part of the request to participate process details of enrollment on professional or trade registers and details on whether bankruptcy, convictions of professional misconduct, non payment relating to social security contributions or taxes applies to the economic operator. Economic operators may be excluded from participation if any of these circumstances applies. Any candidate found to be guilty of serious misrepresentation in providing false or inaccurate information may be declared ineligible and not selected to continue with the process.

#### **III.1.2. Economic and financial standing**

List and brief description of selection criteria:

In the first instance, candidates should register with [multiquote.com](http://multiquote.com) and express an interest in the contract. Contract details can be found under the 'Opportunities' section of the [multiquote.com](http://multiquote.com) homepage. A pre qualification questionnaire must be completed and returned (via [multiquote.com](http://multiquote.com)) as part of the request to participate process. Candidates will need to provide as part of the request to participate process details of turnover, profit and capital and reserves for previous 2 years. Any candidate found to be guilty of serious misrepresentation in providing false or inaccurate information may be declared ineligible and not selected to continue with the process.

Minimum level(s) of standards possibly required:

Minimum Turnover: 0 Minimum Insurance Levels: GBP 5 000 000 PL & EL.

#### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:

In the first instance, candidates should register with [multiquote.com](http://multiquote.com) and express an interest in the contract. Contract details can be found under the 'Opportunities' section of the [multiquote.com](http://multiquote.com) homepage. A pre qualification questionnaire must be completed and returned (via [multiquote.com](http://multiquote.com)) as part of the request to participate process. Candidates will need to provide as part of the request to participate process evidence of business quality standards, accreditations, and relevant experience. Any candidate found to be guilty of serious

misrepresentation in providing false or inaccurate information may be declared ineligible and not selected to continue with the process.

Minimum level(s) of standards possibly required:

N/A.

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

#### **III.2.2. Contract performance conditions**

N/A.

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Open procedure

#### **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: yes

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

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

Date: 22/03/2018 Local time: 16:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

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

English

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

Date: 22/03/2018 Local time: 16:00

## **Section VI: Complementary information**

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

This is a recurrent procurement: no

### **VI.3. Additional information**

Section II.3) – dates refer to the initial contract period and do not include the options of any extensions.

Section IV.3.5) – any dates shown are an estimate.

In the first instance, candidates should register with [www.multiquote.com](http://www.multiquote.com) and express an interest in the contract, full details of the contract will be available.

The Contracting Authority shall not be under any obligation to accept any tender. The Contracting Authority reserves the right to cancel the entire or parts of the tender, without such an action conferring any right to compensation on the Tenderers.

The Contracting Authority has no liability to settle any cost incurred by the tenderer as a result of the tendering procedure.

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

**VI.4.1. Review body**

Official name: Bradford College  
Postal address: Great Horton Road  
Town: Bradford  
Postal code: BD7 1AY  
Country: United Kingdom  
E-mail: [j.smith@bradfordcollege.ac.uk](mailto:j.smith@bradfordcollege.ac.uk)  
Telephone: +44 1274433195

**VI.4.2. Body responsible for mediation procedures**

Official name: Bradford College  
Postal address: Great Horton Road  
Town: Bradford  
Postal code: BD7 1AY  
Country: United Kingdom  
E-mail: [j.smith@bradfordcollege.ac.uk](mailto:j.smith@bradfordcollege.ac.uk)  
Telephone: +44 1274433195

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

The authority will incorporate a minimum 10 calendar day standstill period at the point that information on the award of the contract is communicated to tenderers. If an appeal regarding the award of contract has not been successfully resolved then the Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of harm by breach of the rules to take action in the High Court. Any such action must be brought promptly (generally within 3 months).

**VI.5. Date of dispatch of this notice**

20/02/2018