

**United Kingdom-Dundee: Software package and information systems**

OJ S 105/2016 02/06/2016

Contract notice

Supplies

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: University of Abertay

Postal address: Bell Street

Town: Dundee

NUTS code: UKM21 Angus and Dundee City

Postal code: DD1 1HG

Country: United Kingdom

E-mail: [procurement@abertay.ac.uk](mailto:procurement@abertay.ac.uk)

Telephone: +44 1382308995

**Internet address(es):**Main address: <http://www.abertay.ac.uk>Address of the buyer profile: [http://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00103](http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00103)**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: [www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: [www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)**I.4. Type of the contracting authority**

Other type: Higher education institution

**I.5. Main activity**

Education

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Supply of Customer Relationship Management (CRM) System.

Reference number: PROC/IS/2016/4/CRMSYST

**II.1.2. Main CPV code**

48000000 Software package and information systems

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

Supplies

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

The requirement here is to deploy a suite of agile, fully integrated and flexible enterprise-wide Customer Relationship Management (CRM) solutions in order to support the effective and consistent management of the University's relationship with stakeholders across the customers life-cycle, and to respond efficiently to customers' needs.

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

Value excluding VAT: 210 000,00 GBP

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

This contract is divided into lots: no

## **II.2. Description**

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

48000000 Software package and information systems

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

NUTS code: UKM21 Angus and Dundee City

Main site or place of performance: Dundee, Scotland.

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

The requirement here is to deploy a suite of agile, fully integrated and flexible enterprise-wide Customer Relationship Management (CRM) solutions in order to support the effective and consistent management of the University's relationship with stakeholders across the customers life-cycle, and to respond efficiently to customers' needs.

### **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**

Value excluding VAT: 210 000,00 GBP

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

2 x 2 year optional extension periods.

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

Variants will be accepted: no

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

Options: yes

Description of options:

Should bidders present options which are not stated within the specification of requirements, which will enhance the service and systems required, but do not materially change the contract, these will be considered by the Purchaser.

### **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**

The European Single Procurement Document (ESPD) must be completed:

Part II — For company information only, however the Purchaser may choose not to select bidders not providing basic company information.

Part III — Economic Operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

## **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:

Suppliers must show an understanding of and have previously delivered CRM capabilities to other Higher Education institutions. CRM Capabilities are listed within the Invitation to Tender Document.

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

List and brief description of selection criteria:

Bidders should provide audited accounts for the previous 2 full years.

It is a requirement of this contract that the bidders hold, or can commit to obtain prior to the commencement of any subsequently awarded contract the types and levels of insurance indicated.

Minimum level(s) of standards possibly required:

Bidders must satisfy the Purchaser that it has the financial resources to provide the services offered for the duration of the contract.

— Employers' liability insurance to the extent of at least 5 000 000 GBP per claim and unlimited in total;

— Public / product liability insurance to the extent of at least 5 000 000 GBP per claim and unlimited in total;

— Professional indemnity insurance to the extent of at least 2 000 000 GBP per claim and unlimited in total.

### **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**

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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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2015/S 070-124169](#)

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

Date: 01/07/2016 Local time: 12:00

##### **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: 01/07/2016 Local time: 12:00

#### **Section VI: Complementary information**

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

Quality Management Procedures:

Bidders should have documented arrangements for ensuring that the bidders apply quality management measures that are appropriate to the work for which they are being engaged.

Health and Safety Procedures:

Bidders should have a documented process demonstrating the bidder's arrangements for ensuring that H and S measures are effective in reducing/preventing incidents, occupational ill-health and accidents. This must provide details of the arrangements for H and S management that are relevant to the nature and scales of the requirement.

Note: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland web site at: [http://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=447425](http://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=447425)

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at: [http://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](http://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx)

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems. (SC Ref:447425).

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

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

Official name: University of Abertay

Postal address: Bell Street  
Town: Dundee  
Postal code: DD1 1HG  
Country: United Kingdom  
Telephone: +44 1382308995  
Internet address: <http://www.abertay.ac.uk>

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

31/05/2016