

United Kingdom-Coventry: Customer Relation Management software package

OJ S 107/2017 07/06/2017

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Coventry University Group

Postal address: Priory Street

Town: Coventry

NUTS code: UKG33 Coventry

Postal code: CV1 5FB

Country: United Kingdom

E-mail: procurement@coventry.ac.uk**Internet address(es):**Main address: <https://in-tendhost.co.uk/coventryuniversity/asp/Home>Address of the buyer profile: www.coventry.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/coventryuniversity/asp/Home>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://in-tendhost.co.uk/coventryuniversity/asp/Home>

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

CRM Solution.

Reference number: PD-382-JR

II.1.2. Main CPV code

48445000 Customer Relation Management software package

II.1.3. Type of contract

Services

II.1.4. Short description

Coventry University (CU) Group are investing in a corporate CRM solution to attract, retain and develop lasting relationships with its customers. The solution will cover the breadth of the customer life-cycle aiming to drive recruitment activity and also to enhance retention and the wider customer experience. The expectation is to bring together currently disparate customer information from various areas into a single view and to drive a Group CRM approach. This project will include both the implementation of technology products and also the additional services needed to challenge established practices to drive change management to move to this Group approach.

II.1.5. Estimated total value

Value excluding VAT: 2 000 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: UKG33 Coventry

II.2.4. Description of the procurement

Coventry University (CU) Group are investing in a corporate CRM solution to attract, retain and develop lasting relationships with its customers. The solution will cover the breadth of the customer life-cycle aiming to drive recruitment activity and also to enhance retention and the wider customer experience. The expectation is to bring together currently disparate customer information from various areas into a single view and to drive a Group CRM approach. This project will include both the implementation of technology products and also the additional services needed to challenge established practices to drive change management to move to this Group approach.

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: 2 000 000,00 GBP

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

Duration in months: 36

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
yes

Identification of the project:

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive dialogue

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

IV.1.4. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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: 03/07/2017 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.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

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.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Coventry University Group

Town: Coventry

Postal code: CV1 5FB

Country: United Kingdom

VI.5. Date of dispatch of this notice

02/06/2017

