ITS1057 AP

Engagement (Business to Business) CRM Systems

Contracting Authority | APUC   Contact | Paul Eagleton   Phone | 0113 487 1762   Email | p.eagleton@neupc.ac.uk

Key Information

Framework Start Date	01/08/2023
Current End Date	31/07/2026

Framework Suppliers — 2

Infosys Limited
Tribal Education Limited

Scope of Requirements

Timely installation of all required software functionality and upgrades. - All associated software licensing and or equivalent model of service delivery. - Support and Maintenance in line with contractual Service Level obligations. - Managed Hosting Infrastructure, as required by Institutions, scalable to deliver all Service Level obligations. - Solution Implementation including Data Migration as required by Institutions. - Project Management of all required Solution Implementations and upgrades as required by Institutions. - High performance Integration with a range of corporate and specialist education sector Systems. - Access to relevant institutional data for business intelligence purposes. - Solution Consultancy wherever required.

Please refer to the Buyers Guide for the full scope of requirements.

Accessibility

APUC Ltd and its members, plus: LUPC, NWUPC, NEUPC, HEPCW, SUPC, UCISA

Call Off Method

- Ranked
- Mini Competition
- Desktop Evaluation

Responsible Procurement

Responsible Procurement.
- Virtual meetings reducing carbon emissions through business travel and regular commuting is significantly reduced compared to an office-based supplier
- Minimising the environmental impact of hosting the Online Platform (e.g. AWS/Microsoft Azure datacenters / cloud sustainability through liquid immersion cooling, grid-interactive UPS batteries, cleaner fuels for power backup)
- Tribal is part of the Government initiative, Energy Savings Opportunity Scheme (ESOS).
- Fair working practices – living wage, flexible working
- Modern slavery & supply cain – zero tolerance policies for forced labour, slavery and human trafficking

Community Benefits:
- Apprenticeship and Graduate programmes
- £1,000,000 investment in local initiatives

Added Value

- Improved student/client end-to-end experience from enquiries to departure which meets digital expectations including anywhere anytime access from mobile devices.
- Improved staff experience, including back-office staff new starts that need to be swiftly up to speed with the administration of the Engagement Customer Relationship Management System.
- Operational and cost efficiencies including reduction in multiple systems and local data sets, eliminating rekeying.
- Clear data identification streamlined data flow and improved business intelligence.
- Increased capacity and capability to manage data, quality, ownership and stewardship.
- Reduce the risk associated with interfacing systems by incorporating these into core functionality.
- GDPR is applicable to this Framework Agreement

For further information, please refer to the [Buyers Guide](#)