

**United Kingdom-Leicester: Customer Relation Management software package**  
**OJ S 18/2018 26/01/2018**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Paragon Asra Housing Limited  
National registration number: Company number 10496999  
Postal address: 3 Bede Island Road  
Town: Leicester  
NUTS code: UK United Kingdom  
Postal code: L E2 7EA  
Country: United Kingdom  
Contact person: Mr Peter Mottershead  
E-mail: [procurementadminteam@orbit.org.uk](mailto:procurementadminteam@orbit.org.uk)  
Telephone: +44 2476438394

**Internet address(es):**

Main address: <http://www.housingprocurement.com>  
Address of the buyer profile: <https://pahousing.co.uk/>

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Housing and community amenities

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**Section II: Object**

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

**II.1.1. Title**

Paragon Asra Housing Ltd - Customer Relationship Management System (CRM)  
Reference number: DN286591

**II.1.2. Main CPV code**

48445000 Customer Relation Management software package

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Paragon Asra Housing Limited has been formed through the "statutory amalgamation" of Paragon Community Housing and Asra Housing Group. They provide housing across the Midlands, London and the South East offering a range of housing solutions from affordable rent, independent living to shared ownership for those in need.

With a combined experience of over 40 years, they will now manage around 24 000 homes. As a minimum the newly formed Paragon Asra Housing Limited is seeking a supplier that will supply, install, implement, support, maintain and develop all the software and related services to provide a CRM Application. The CRM application needs to be effective and configurable, integrated with their existing telephony, self-service provision and knowledge base systems. This is key to maintaining high standards in this time of expansion and integration.

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

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 450 000,00 GBP

### **II.2. Description**

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

NUTS code: UK United Kingdom

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

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#### **II.2.5. Award criteria**

Quality criterion - Name: Specification Requirements / Weighting: 30

Quality criterion - Name: User Experience / Weighting: 40

Price - Weighting: 30

#### **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:  
no

#### **II.2.14. Additional information**

### **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: no

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

##### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2017/S 131-268211](#)

##### **IV.2.8. Information about termination of dynamic purchasing system**

##### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

The contracting authority will not award any further contracts based on the above prior information notice

#### **Section V: Award of contract**

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**Contract No:** Paragon Asra Housing Ltd - Customer Relationship Management System (CRM)

A contract/lot is awarded: yes

##### **V.2. Award of contract**

###### **V.2.1. Date of conclusion of the contract**

11/01/2018

###### **V.2.2. Information about tenders**

Number of tenders received: 5

Number of tenders received from SMEs: 5

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: no

###### **V.2.3. Name and address of the contractor**

Official name: Blacklight Software Limited

National registration number: Company number 06984990

Postal address: Unit 4, South Park Way, Junction 41 Business Park

Town: Wakefield

NUTS code: UK United Kingdom

Postal code: WF2 0XJ

Country: United Kingdom

Telephone: +44 1924640350

Internet address: [www.blacklightsoftware.com](http://www.blacklightsoftware.com)

The contractor is an SME: yes

###### **V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 450 000,00 GBP

###### **V.2.5. Information about subcontracting**

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

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

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Royal Courts of Justice

Town: London

Country: United Kingdom

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

24/01/2018