

United Kingdom-Newbury: Contact management software package

OJ S 51/2017 14/03/2017

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Sovereign Housing Association Ltd
Postal address: Woodlands, 90 Bartholomew Street
Town: Newbury
NUTS code: UK United Kingdom
Postal code: RG14 5EE
Country: United Kingdom
E-mail: procurement@sovereign.org.uk
Internet address(es):
Main address: <https://www.sovereign.org.uk/#>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.delta-esourcing.com/tenders/UK-UK-Newbury:-Contact-management-software-package./366QR72H9W>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <http://www.delta-esourcing.com/tenders/UK-UK-Newbury:-Contact-management-software-package./366QR72H9W>
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

Housing and community amenities

Section II: Object

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

Contact Centre Platform.

II.1.2. Main CPV code

48333000 Contact management software package

II.1.3. Type of contract

Services

II.1.4. Short description

The purpose of this Procurement is to procure a solution ideally based on a Commercial-off-the-Shelf ('COTS') product combined with configuration/customisation and implementation services to deliver a contact centre platform. Sovereign is seeking a Solution that will allow us to be more flexible in our contact channel offering and how we manage resident contact.

II.1.5. Estimated total value

Value excluding VAT: 1 000 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72212333 Contact management software development services, 48000000 Software package and information systems, 48422000 Software package suites, 48517000 IT software package, 72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services, 72210000 Programming services of packaged software products, 72211000 Programming services of systems and user software, 72212000 Programming services of application software, 72212517 IT software development services, 72212900 Miscellaneous software development services and computer systems, 72260000 Software-related services, 72262000 Software development services, 72263000 Software implementation services, 72268000 Software supply services

II.2.3. Place of performance

NUTS code: UKJ South East (England)

Main site or place of performance: South East (England).

II.2.4. Description of the procurement

The purpose of this Procurement is to procure a solution ideally based on a Commercial-off-the-Shelf ('COTS') product combined with configuration/customisation and implementation services to deliver a contact centre platform. Sovereign is seeking a Solution that will allow us to be more flexible in our contact channel offering and how we manage resident contact.

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: 36

This contract is subject to renewal: yes

Description of renewals:

3 year initial term with 2 12-month extension options.

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:
no

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Restricted 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.2.2. Time limit for receipt of tenders or requests to participate

Date: 10/04/2017 Local time: 17:00

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: 9 (from the date stated for receipt of tender)

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Newbury:-Contact-management-software-package./366QR72H9W>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/366QR72H9W>

GO Reference: GO-2017310-PRO-9768549.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Sovereign Housing Association Ltd

Postal address: Woodlands, 90 Bartholomew Street

Town: Newbury

Country: United Kingdom

VI.5. Date of dispatch of this notice

10/03/2017