

United Kingdom-Staines-upon-Thames: Software package and information systems

OJ S 115/2017 17/06/2017

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Hanover Housing Association

Postal address: Hanover House, 1 Bridge Close

Town: Staines-upon-Thames

NUTS code: UK United Kingdom

Postal code: TW18 4TB

Country: United Kingdom

E-mail: nicola.steggles@hanover.org.uk; procurement@hanover.org.uk

Telephone: +44 1784446051

Internet address(es):Main address: www.hanover.org.ukAddress of the buyer profile: <https://hanover.bravosolution.co.uk/web/login.shtml>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://hanover.bravosolution.co.uk>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://hanover.bravosolution.co.uk>

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**

Telecare Monitoring System (software).

Reference number: HHA-466

II.1.2. Main CPV code

48000000 Software package and information systems

II.1.3. Type of contract

Services

II.1.4. Short description

Hanover on Call (HOC) is seeking to upgrade its existing telecare monitoring system to achieve the following outcomes:

- Alignment with Hanover's telephony and data centre infrastructure requirements as we relocate our office in 2018;
 - Providing modern ways of working in line with current industry standards with a greater level of automation for HOC agents and support team;
 - It future proofs the service to enable the service to expand to provide services to 3rd parties.
- The contract duration is for 3 years with the option to extend for a further 2 by 1 year periods (maximum contract length of 5 years), with an agile road map of development delivering ongoing enhancements to the system.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: UKD North West (England)

NUTS code: UKE Yorkshire and the Humber

NUTS code: UKC North East (England)

NUTS code: UKJ South East (England)

NUTS code: UKK South West (England)

NUTS code: UKH East of England

NUTS code: UKI London

NUTS code: UKF East Midlands (England)

NUTS code: UKG West Midlands (England)

Main site or place of performance: Further detailed in the tender documents.

II.2.4. Description of the procurement

Hanover on Call (HOC) is seeking to upgrade its existing tele-care monitoring system to achieve the following outcomes:

- Alignment with Hanover's telephony and data centre infrastructure requirements as we relocate our office in 2018;
- Providing modern ways of working in line with current industry standards with a greater level of automation for HOC agents and support team;
- It future proofs the service to enable the service to expand to provide services to 3rd parties.

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:

Renewal post contract conclusion.

II.2.10.

Information about variants

Variants will be accepted: yes

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.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

Deposits and guarantees, if required by Hanover will be set out in the contract documents.

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

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Selection criteria as stated in the procurement documents.

Section IV: Procedure

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

Date: 04/07/2017 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.2.7.

Conditions for opening of tenders

Date: 04/07/2017 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

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

Information and formalities necessary for evaluating if the requirements are met: Suppliers Instructions How to Express Interest in this Tender: 1. Register your company on the eSourcing portal (this is only required once); — Browse to the eSourcing Portal: <https://hanover.bravosolution.co.uk> and click the link to register; — Accept the terms and conditions and click 'continue'; — Enter your correct business and user details; — Note the user-name you chose and click 'Save' when complete; — You will shortly receive an email with your unique password (please keep this secure). 2. Express an Interest in the tender: — Login to the portal with the username/password; — Click the 'PQQs / ITTs Open To All Suppliers' link (these are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier); — Click on the relevant PQQ/ ITT to access the content. — Click the 'Express Interest' button at the top of the page. — This will move the PQQ /ITT into your 'My PQQs/ My ITTs' page (this is a secure area reserved for your projects only). — You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box. 3. Responding to the tender: — Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining); — You can now use the 'Messages' function to communicate with the buyer and seek any clarification; — Note the deadline for completion, then follow the onscreen instructions to complete the PQQ/ ITT; — There may be a mixture of online and offline actions for you to perform (there is detailed online help available). You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance please consult the online help, or contact the eTendering help-desk.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Minister for the Cabinet Office acting through Crown Commercial Service

Postal address: Rosebery Court, St Andrews Business Park

Town: Norwich

Postal code: NR7 0HS

Country: United Kingdom

VI.4.2. Body responsible for mediation procedures

Official name: Minister for the Cabinet Office acting through Crown Commercial Service

Postal address: Rosebery Court, St Andrews Business Park

Town: Norwich

Postal code: NR7 0HS

Country: United Kingdom

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

OJEU procedures include a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to bidders. This period allows unsuccessful bidders to seek further debriefing from the contracting authority before the contract is entered into. Such information should be requested from Hanover Housing Association. If an appeal regarding the award of a contract has not been successfully resolved the Public Contracts Regulations 2015 (SI 2015 No 102) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought promptly.

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Minister for the Cabinet Office acting through Crown Commercial Service

Postal address: Rosebery Court, St Andrews Business Park

Town: Norwich

Postal code: NR7 0HS

Country: United Kingdom

VI.5. Date of dispatch of this notice

15/06/2017