

**United Kingdom-Newcastle-under-Lyme: IT services: consulting, software development, Internet and support**

OJ S 109/2018 09/06/2018

Contract award notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Aspire Housing Group

National registration number: 03649653

Postal address: Aspire Group, The Brampton

Town: Newcastle-under-Lyme

NUTS code: UK United Kingdom

Postal code: ST5 0QW

Country: United Kingdom

Contact person: Mr Tim Frondigoun

E-mail: [tfrondigoun@arkconsultancy.co.uk](mailto:tfrondigoun@arkconsultancy.co.uk)

Telephone: +44 7837397673

**Internet address(es):**Main address: <http://www.aspirehousing.co.uk>Address of the buyer profile: <http://www.aspirehousing.co.uk>**I.4. Type of the contracting authority**

Other type: Registered Housing Provider

**I.5. Main activity**

Housing and community amenities

**Section II: Object**

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

AHA — Provision of a works Management ICT System — PP892

Reference number: DN321555

**II.1.2. Main CPV code**

72000000 IT services: consulting, software development, Internet and support

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Provision of a works management ICT system to support job scheduling, mobile communications and job management for an in-house maintenance operation.

**II.1.6.**

## **Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 160 000,00 GBP

## **II.2. Description**

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

NUTS code: UK United Kingdom

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

Implementation of and support for a works management ICT system to support an in-house maintenance operation and associated functions including customer contact and finance. The system will enable scheduling of appointments at first point of contact, subsequent management of jobs, communication between the office and mobile workforce including updating of jobs, management of cost information and provision of management information. This will include the development of interfaces with the organisation's existing ICT systems.

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

Quality criterion - Name: Functionality / Weighting: 25

Quality criterion - Name: Implementation / Weighting: 15

Quality criterion - Name: Interfaces / Weighting: 15

Quality criterion - Name: Support / Weighting: 10

Quality criterion - Name: Training / Weighting: 5

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 171-350486](#)

#### **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

### Section V: Award of contract

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**Contract No:** DN321555

**Title:**

Provision of a Works Management ICT System

A contract/lot is awarded: yes

#### V.2. Award of contract

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

08/05/2018

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

Number of tenders received: 9

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: 9

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

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

Official name: Cloud Dialogs Limited

National registration number: 05561621

Postal address: 22 Park Farm Business Park

Town: Bury St Edmunds

NUTS code: UK United Kingdom

Postal code: IP28 6TS

Country: United Kingdom

E-mail: [sales@clouddialogs.com](mailto:sales@clouddialogs.com)

Telephone: +44 1284330164

Internet address: <https://clouddialogs.com/>

The contractor is an SME: yes

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

Total value of the contract/lot: 160 000,00 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: The Royal Courts of Justice

Postal address: The Strand

Town: London

Postal code: WC2A 2LL  
Country: United Kingdom  
Telephone: +44 2079470000  
Internet address: [www.justice.gov.uk](http://www.justice.gov.uk)

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

07/06/2018