

United Kingdom-Glasgow: Customer Relation Management software package
OJ S 153/2013 08/08/2013
Contract award notice
Supplies

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: The Glasgow Housing Association Limited
Postal address: Granite House
Town: Glasgow
Postal code: G1 5HF
Country: United Kingdom
For the attention of: Lesley McLean, Senior Procurement Advisor
E-mail: lesley.mclean@gha.org.uk

Internet address(es):

General address of the contracting authority: www.gha.org.uk

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Housing and community amenities

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title

The Provision of a Customer Relationship Management System (CRM).

II.1.2. Type of contract and place of performance or delivery

Supplies

Purchase

NUTS code UKM34 Glasgow City

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4. Short description of the contract or purchase(s)

Customer Relation Management software package. Software package and information systems. Information systems. Customer Relation Management software development services. The GHA Group are looking to procure a Customer Relationship Management system. The CRM solution will be the cornerstone of our relationship with our customers and will sit in the heart of our business. It will be the central information repository and record all interactions with our customers and its functionality shall have to fully support primary back office functions in efficiently delivering customers' service requests. This solution should enable the GHA group to provide excellent levels of service, align services to customer

demand and support both current and expected future customer service / technological trends. GHA group shall short-list the Pre-Qualification submissions and shall invite to tender a maximum of 5 suppliers, unless there is a tie at 5th place, or unless we receive less than 5 submissions or less than 5 meet the minimum selection criteria as per the Pre-Qualification documentation. The ITT's shall be evaluated and the preferred bidder(s) may be requested to carry out a Proof of Concept. Further details to be provided in the ITT documentation.

II.1.5. CPV code(s)

48445000 Customer Relation Management software package, 48000000 Software package and information systems, 48810000 Information systems, 72212445 Customer Relation Management software development services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 1 607 991 GBP
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of
1. Quality. Weighting 70
2. Price. Weighting 30

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

C465

IV.3.2. Previous publication concerning this procedure

Notice on a buyer profile

Notice number in the OJ S: [2012/S 174-287476](#) of 11.9.2012

Contract notice

Notice number in the OJ S: [2012/S 174-287476](#) of 11.9.2012

Section V: Award of contract

Contract No: C465

V.1. Date of conclusion of the contract

5.6.2013

V.2. Information about tenders

Number of tenders received: 4

Number of tenders received by electronic means: 4

V.3. Name and address of the contractor

Official name: Kana Software Ireland Ltd

Postal address: Unit 2, Quayside Business Park, Mill Street

Town: Dundalk

Country: United Kingdom

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 1 607 991 GBP

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.2. 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, and the contract will be awarded on the basis of the most economically advantageous tender.

All documentation must be completed and submitted electronically using the Delta eSourcing web portal. To access the document you will need to register your company details with Delta-ets and this can be done via the following link <https://www.delta-ets.com> On registering you will be issued with a user name and password, if you do not already have one. You will need these together with the following tender access code 59P86MK2CT to enable you to download the relevant documentation. The Pre-Qualification documentation must be completed strictly in accordance with the instructions therein and must be submitted no later than 12:00 noon on the closing date. Please ensure that you leave sufficient time to upload your documents when submitting a response. Late offers will not be accepted as the tenderbox shall close at 12:00 noon on the closing date. If you experience any technical difficulties with the system at any point please contact the Delta helpdesk on +44 8452707050 or e-mail helpdesk@delta-esourcing.com

To view this notice, please click here: <https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=69660198>

GO Reference: GO-201385-PRO-5011875.

VI.3. Procedures for review**VI.3.1. Review body**

Official name: Glasgow Housing Association Ltd

Postal address: Granite House

Town: Glasgow

Postal code: G1 5HF

Country: United Kingdom

Telephone: +44 2746585

Body responsible for mediation procedures

Official name: Glasgow Housing Association Ltd

Postal address: Granite House

Town: Glasgow

Postal code: G1 5HF

Country: United Kingdom

Telephone: +44 2746585

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

5.8.2013