

United Kingdom-Leicester: Customer Relation Management software development services

OJ S 131/2017 12/07/2017

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Paragon Asra Housing Limited

Postal address: 3 Bede Island Road

Town: Leicester

NUTS code: UK United Kingdom

Postal code: LE2 7EA

Country: United Kingdom

Contact person: Mr Peter Mottershead

E-mail: 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.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: www.housingprocurement.comTenders or requests to participate must be submitted electronically via: www.housingprocurement.com

Additional information can be obtained from another address:

Official name: Procontract

Postal address: Proactis, Housing Procurement

Town: Coventry

NUTS code: UK United Kingdom

Postal code: CV3 2SU

Country: United Kingdom

E-mail: procurementadminteam@orbit.org.uk**Internet address(es):**Main address: www.housingprocurement.comAddress 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

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

72212445 Customer Relation Management software development services

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.1.5. Estimated total value**II.1.6. Information about lots**

This contract is divided into lots: no

II.2. Description**II.2.2. Additional CPV code(s)**

48445000 Customer Relation Management software package

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

Paragon Asra Housing Limited are looking to procure a new CRM Application. For this document a high-level scope has been shown below;

- The CRM system must integrate with Northgate Housing v6.14;
- The CRM system must integrate with Castleton EDRM0 v4.2;
- Deliver rules based process scripts to front-line agents;
- Work flow management of activities and tasks;
- Comprehensive real-time and historical reporting;
- Measure the success of events and interactions with customers;
- Using Avaya On Demand for hosted telephony solution;
- Full case history reporting, can report case overview and down to individual form-field level;
- Integrate with secure mailbox system (S24 — Service 24 secure information);
- Integrate with second telephony platform for S24;
- Delivery of core requirements for new CRM application by 2.4.2018;
- Demonstrate Northgate Housing API capabilities with your CRM solution.

All submissions must be returned via the electronic tendering portal (ProContract) at: www.housingprocurement.com Suppliers will need to register on the portal (at no charge) in order to access information. Any and all additional information will be issued through the portal. Paragon Asra Housing Limited reserves the right not to award any agreement or to award any individual services pursuant to an agreement. Paragon Asra Housing Limited will not in any circumstances, reimburse any expense incurred by the applicants in preparing their tender submission.

Please note that the procurement will be undertaken by 3C Consultants and Orbit are only facilitating access to the Procurement Portal.

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: 48

This contract is subject to renewal: no

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

Paragon Asra Housing Limited are holding a 'Discovery Day' on the 27.7.2017 to provide an opportunity for suppliers to seek clarifications for this project at their Leicester Office — 3 Bede Island Road, Leicester, Leicestershire, LE2 7EA

To attend the Discovery Day please notify Paragon Asra Housing Limited via the messaging function on ProContract at: www.housingprocurement.com

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: 21/08/2017 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: 21/08/2017 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Royal Courts of Justice

Postal address: Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

VI.5. Date of dispatch of this notice

10/07/2017