

UK-Glasgow: customer Relation Management software package

OJ S 174/2012 11/09/2012

Contract 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

E-mail: stacy.mcdonald@gha.org.uk

Telephone: +44 412746585

Internet address(es):

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

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address

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: yes

Official name: Glasgow Housing Association (Funding) Limited (GFL)

Postal address: 177 Trongate

Town: Glasgow

Postal code: G1 5HF

Country: United Kingdom

Official name: GHA Enterprises Limited

Postal address: 177 Trongate

Town: Glasgow

Postal code: G1 5HF

Country: United Kingdom

Official name: GHA (Management) Limited

Postal address: 177 Trongate

Town: Glasgow

Postal code: G1 5HF

Country: United Kingdom

Official name: YourPlace Property Management Limited

Postal address: 177 Trongate

Town: Glasgow
Postal code: G1 5HF
Country: United Kingdom
Official name: Lowther Homes Limited
Postal address: 177 Trongate
Town: Glasgow
Postal code: G1 5HF
Country: United Kingdom
Official name: Cube Housing Association Limited
Postal address: 177 Trongate
Town: Glasgow
Postal code: G1 5HF
Country: United Kingdom

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting authority

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

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. 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.1.6. 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.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

The GHA group are looking to procure a Customer Relationship Management System (CRM). The key requirements of the CRM solution is Customer contact and verifications, single view, customer summary; Interactions; payments; service requests; repairs; appointment and schedule management; online CRM (Self serve); mobile CRM, social CRM, multi-channel communication and integration with primary back office systems.

The estimated value of GHA groups budget excluding VAT is approximately £3m for the 5 year plus a possible 2 year extension incl. of solution and implementation, consultancy, maintenance and support and working in partnership with GHA group throughout the term to introduce innovative technologies and solutions to support business change which may include integration of new organisations as a result of a future Group acquisition or a fundamental change to our operating model.

II.2.2. Information about options

II.2.3. Information about renewals

II.3. Duration of the contract or time limit for completion

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

Joint and several liability. If a successful economic operator is a consortium, the contracting authority shall require each consortium member to be joint and severally liable for all obligations under the contract.

III.1.4. Contract performance conditions

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Details will be set out in the Pre-qualification documentation.

III.2.2. Economic and financial ability

List and brief description of conditions: Details will be set out in the Pre-qualification documentation.

Minimum level(s) of standards possibly required: Details will be set out in the Pre-qualification documentation.

III.2.3. Technical and professional ability

List and brief description of conditions:

Details will be set out in the Pre-qualification documentation.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

III.3.2. Information about staff responsible for the performance of the contract

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.1.2. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates: Market testing has already been carried out and as such we believe that there are numerous Customer Relationship Management systems available, however, GHA are looking for providers who have relevant experience of implementing and interfacing with housing management systems. GHA group shall invite a maximum of 5 suppliers to tender unless there is a tie at fifth place. We also reserve the right to take less than 5 if we do not receive 5 submissions or the minimum criteria as stated in the Pre-Qualification documentation is not met by 5 suppliers.

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be 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

no

IV.3.3.

Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 7.10.2012 - 17:00

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

8.10.2012 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
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, 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 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 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 GO Reference: GO-201297-PRO-4220573.

VI.4. Procedures for review

VI.4.1. 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.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

7.9.2012