

United Kingdom-Shipley: Internet and intranet software package

OJ S 149/2017 05/08/2017

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Accent Corporate Services Ltd

National registration number: IP29264R

Postal address: Charlestown House, Acorn Park Industrial Estate, Charlestown

Town: Shipley

NUTS code: UKE41 Bradford

Postal code: BD17 7SW

Country: United Kingdom

Contact person: Chris Cuthell

E-mail: selfservice@accentgroup.org

Telephone: +44 3456780555

Internet address(es):Main address: <http://www.accentgroup.org>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.accentgroup.org/digital-self-service-project-objectives-and-scope/>

Additional information can be obtained from the abovementioned address

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

I.4. Type of the contracting authority

Other type: registered provider of social housing

I.5. Main activity

Housing and community amenities

Section II: Object

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

Digital Self Service Solution.

Reference number: 13511

II.1.2. Main CPV code

48220000 Internet and intranet software package

II.1.3. Type of contract

Services

II.1.4. Short description

The objectives of the project are to provide customers with a digital platform to transact with Accent and to achieve channel shift of 50 % from the current customer transactions to online by 2020. Accent wish to provide their customers with a superior online customer experience from tenancy application to managing their tenant accounts.

This project will deliver a digital self-service offering which enables customers to log requests and track status, access rent statements, improve payment function online, mange repairs online and streamline the lettings process. With the addition of the ability to contact Accent Group via various channels including Social Media and Web Chat.

The delivery of the digital self-service solution and core requirements must be completed by February 2018. Suppliers must be able to commit to this deadline as part of their tender response and to the other work streams as detailed in the documentation.

II.1.5. Estimated total value

Value excluding VAT: 275 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: UKE41 Bradford

II.2.4. Description of the procurement

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The delivery of the digital self-service solution and core requirements must be completed by February 2018. Suppliers must be able to commit to this deadline as part of their tender response and to the other work streams as detailed in the documentation.

For full details please see the documentation in the ITT pack available from the URL above.

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: yes

Description of renewals:

An additional 12 months can be contracted by mutual agreement.

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

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

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

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: 08/09/2017 Local time: 17:00

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.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 08/09/2017 Local time: 17:15

Place:

Charlestown House Shipley.

Information about authorised persons and opening procedure: As a minimum, a member of the Digital Development Team and Legal Services will be present.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: Accent Corporate Services

Postal address: Charlestown House

Town: Shipley

Postal code: BD17 7SW

Country: United Kingdom

Internet address: www.accentgroup.org

VI.4.2. Body responsible for mediation procedures

Official name: Royal Courts of Justice

Postal address: The Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

English Law applies.

VI.5. Date of dispatch of this notice

03/08/2017