

United Kingdom-Staines-upon-Thames: Telecommunications system
OJ S 199/2017 17/10/2017
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Hanover Housing Association

Postal address: Hanover House, 1 Bridge Close

Town: Staines-upon-Thames

NUTS code: UK United Kingdom

Postal code: TW18 4TB

Country: United Kingdom

E-mail: nicola.steggles@hanover.org.uk; procurement@hanover.org.uk

Telephone: +44 1784446155

Internet address(es):

Main address: www.hanover.org.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

Technology Requirements: Lot 1 — Business Telephony and Contact Centre; Lot 2 — Customer Relationship Management and Mobile Technology.

Reference number: HHA-431

II.1.2. Main CPV code

32524000 Telecommunications system

II.1.3. Type of contract

Services

II.1.4. Short description

This is a contract award notice for lot 1 only (Business Telephony and Contact Centre). Lot 2 (Customer Relationship Management (CRM) and Mobile Working.) was not awarded. Hanover wishes to engage with suppliers of technology to support its business telephony, contact centre, customer relationship management and mobile working objectives. Hanover sees the relationship to be one for long term partnership working together to develop solutions to improve the services it offers to its current and future customers.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 436 000,00 GBP

II.2. Description

II.2.1. Title

Lot 1: Telephony and Contact Centre

Lot No: Lot 1: Telephony and Contact Centre

II.2.2. Additional CPV code(s)

32524000 Telecommunications system

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

Telephony and Contact Centre.

II.2.5. Award criteria

Quality criterion - Name: Price / Weighting: 30

Quality criterion - Name: Quality / Weighting: 70

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

II.2. Description

II.2.1. Title

Lot 2: CRM and Mobile Technology — not awarded

Lot No: Lot 2: CRM and Mobile Technology

II.2.2. Additional CPV code(s)

48000000 Software package and information systems, 48445000 Customer Relation

Management software package, 72000000 IT services: consulting, software development,

Internet and support, 72212445 Customer Relation Management software development services

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

CRM and Mobile Technology.

II.2.5. Award criteria

Quality criterion - Name: Price / Weighting: 30

Quality criterion - Name: Quality / Weighting: 70

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

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

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: [2016/S 244-445521](#)

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

Contract No: HHA-431 Telephony and Contact Centre

Lot No: Lot 1 — Telephony and Contact Centre

Title:

Lot 1 — Telephony and Contact Centre

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

29/09/2017

V.2.2. Information about tenders

Number of tenders received: 1

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

V.2.3. Name and address of the contractor

Official name: Amillan Ltd

Postal address: Number One, Highlands Court, Cranmore Avenue

Town: Solihull
NUTS code: UK United Kingdom
Postal code: B90 4LE
Country: United Kingdom
The contractor is an SME: no

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

Total value of the contract/lot: 436 000,00 GBP

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: HHA-431 CRM and Mobile Technology

Lot No: Lot 2 — CRM and Mobile Technology

Title:

Lot 2 — CRM and Mobile Technology

A contract/lot is awarded: no

V.1. Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Minister for the Cabinet Office acting through Crown Commercial Service

Postal address: Rosebery Court, St Andrews Business Park

Town: Norwich

Postal code: NR7 0HS

Country: United Kingdom

VI.4.2. Body responsible for mediation procedures

Official name: Minister for the Cabinet Office acting through Crown Commercial Service

Postal address: Rosebery Court, St Andrews Business Park

Town: Norwich

Postal code: NR7 0HS

Country: United Kingdom

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

In accordance with Part 3 of the Public Contracts Regulations 2015.

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Minister for the Cabinet Office acting through Crown Commercial Service

Postal address: Rosebery Court, St Andrews Business Park

Town: Norwich

Postal code: NR7 0HS
Country: United Kingdom

VI.5. Date of dispatch of this notice
12/10/2017