

United Kingdom-Staines-upon-Thames: Software package and information systems

OJ S 205/2017 25/10/2017

Contract 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 1784446000

Internet address(es):Main address: www.hanover.org.uk**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://hanover.bravosolution.co.uk>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://hanover.bravosolution.co.uk>

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

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**

Cloud-based Customer Relationship Management (CRM) and Mobile Technology.

Reference number: HHA-523

II.1.2. Main CPV code

48000000 Software package and information systems

II.1.3. Type of contract

Services

II.1.4. Short description

Cloud-based Customer Relationship Management (CRM) and Mobile Technology as further detailed in the Tender documents: Hanover wishes to engage with specialist delivery partners to support its CRM and mobile working objectives. The chosen supplier will have demonstrable experience of delivering the solution within a social housing context. 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. The contract will be for a period of 10 years, subject to the rights of termination contained within the Contract, i.e. an initial period of five years (with a break clause at three years), with further extension options for two years plus two years plus one year.

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)

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

Cloud-based Customer Relationship Management (CRM) & Mobile Technology as further described in the specification.

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: 36

This contract is subject to renewal: yes

Description of renewals:

The contract will be for a period of 10 years, subject to the rights of termination contained within the Contract, i.e. an initial period of 5 years (with a break clause at 3 years), with further extension options for 2 years plus 2 years plus 1 year.

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 Accelerated procedure Justification:

An accelerated open tender procedure is required in order to allow time for tendering, contract award and a suitable (6-8 month) mobilisation period to meet the organisational delivery timescales for this and other systems, with simultaneous go-live required by 1.9.2018.

Contract award will be during January 2018 and mobilisation commencing in February 2018.

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: 20/11/2017 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: 20/11/2017 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

10 years.

VI.3. Additional information

The Contracting Authority intends to use an eTendering system in this procurement exercise. Hanover reserves the right to cancel the procurement at any time and not to proceed with all or part of the Contracts. Hanover will not, under any circumstance, reimburse any expense incurred by bidders in preparing their SQ or tender submissions.

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

23/10/2017