

**United Kingdom-Staines-upon-Thames: Telecommunications system**

OJ S 244/2016 17/12/2016

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**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](http://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**

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**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**

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.

This tender will be for the procurement of solutions across 2 lots:

1. Business Telephony and Contact Centre;
2. Customer Relationship Management (CRM) and Mobile Working.

Suppliers are able to bid for one or both lots demonstrating their ability to meet Hanover's requirements.

#### **II.1.5. Estimated total value**

#### **II.1.6. Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for all lots

### **II.2. Description**

#### **II.2.1. Title**

Business Telephony and Contact Centre

Lot No: Lot 1

#### **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**

This is detailed in the Selection Questionnaire.

#### **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: 120

This contract is subject to renewal: no

#### **II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3Maximum number: 6

#### **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**

### **II.2. Description**

#### **II.2.1. Title**

Customer Relationship Management (CRM) and Mobile Technology  
Lot No: Lot 2

#### **II.2.2. Additional CPV code(s)**

48000000 Software package and information systems, 72212445 Customer Relation Management software development services, 48445000 Customer Relation Management software package, 72000000 IT services: consulting, software development, Internet and support

#### **II.2.3. Place of performance**

NUTS code: UK United Kingdom

#### **II.2.4. Description of the procurement**

This is detailed in the Selection Questionnaire.

#### **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: 120

This contract is subject to renewal: no

#### **II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3Maximum number: 6

#### **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**

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### **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

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### 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.1.4. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### IV.1.5. Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

#### 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: 18/01/2017 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

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: no

### 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**

14/12/2016