

**United Kingdom-ShipleY: Internet and intranet software package**  
**OJ S 238/2017 12/12/2017**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**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](mailto:selfservice@accentgroup.org)

Telephone: +44 3456780555

**Internet address(es):**

Main address: <http://www.accentgroup.org>

**I.4. Type of the contracting authority**

Other type: Registered Provider of Social Housing

**I.5. Main activity**

Housing and community amenities

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**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.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 320 000,00 GBP

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

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

NUTS code: UKE41 Bradford

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

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.

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

#### **II.2.5. Award criteria**

Quality criterion - Name: User experience / Weighting: 40

Quality criterion - Name: Meets specification / Weighting: 40

Price - Weighting: 20

#### **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**

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#### **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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2017/S 149-308655](#)

##### **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**

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#### **Title:**

Digital Self Service Solution

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

24/11/2017

##### **V.2.2. Information about tenders**

Number of tenders received: 6

Number of tenders received from SMEs: 6

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 6

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

##### **V.2.3. Name and address of the contractor**

Official name: Prodo Digital Marketing Ltd

National registration number: 06931553

Town: Chester

NUTS code: UKD6 Cheshire

Postal code: CH3 7DW

Country: United Kingdom

Internet address: [www.prodo.com/](http://www.prodo.com/)

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 275 000,00 GBP

Total value of the contract/lot: 320 000,00 GBP

##### **V.2.5. Information about subcontracting**

### **Section VI: Complementary information**

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#### **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](http://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**

07/12/2017