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Tender

Self-Service Customer Portal (471-AHL)

NSAH (Alliance Homes) Ltd

F02: Contract notice

Notice identifier: 2022/S 000-012404

Procurement identifier (OCID): ocids-h6vhtk-033712

Published 12 May 2022, 3:37pm

Section I: Contracting authority

I.1) Name and addresses

NSAH (Alliance Homes) Ltd

Martingale Way

Portishead

BS20 7AW

Contact

Nick James

Email

procurement@alliancehomes.org.uk

Country

United Kingdom

NUTS code

UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

National registration number

29804R

Internet address(es)

Main address

<https://in-tendhost.co.uk/alliancehomes>

Buyer's address

<http://www.alliancehomesgroup.org.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/alliancehomes>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/alliancehomes>

Tenders or requests to participate must be submitted to the above-mentioned 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

Self-Service Customer Portal (471-AHL)

Reference number

SYSTEM 00000142

II.1.2) Main CPV code

- 72416000 - Application service providers

II.1.3) Type of contract

Services

II.1.4) Short description

Procurement for the provision of Self-Service Customer Portal. Full details are available through the Alliance Homes e-Tendering portal: <https://in-tendhost.co.uk/alliancehomes>

II.1.5) Estimated total value

Value excluding VAT: £390,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72416000 - Application service providers
- 48445000 - Customer Relation Management software package
- 48783000 - Content management software package
- 48780000 - System, storage and content management software package

II.2.3) Place of performance

NUTS codes

- UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

II.2.4) Description of the procurement

This procurement is for the provision of a Self-Service Customer Portal that is to be integrated with existing 3rd party applications. The contract duration will cover the portal implementation and three years from the go-live date. There will also be the option of two further one-year extensions. It is intended that the contract will be awarded on 17/10/2022. This tender is issued by NSAH (Alliance Homes) Ltd, trading as Alliance Homes and known as 'The Alliance Homes Group'. This tender and any resulting services may be utilised by any member or future member of the Alliance Homes Group, or by any shared services or partnership arrangement or group of which a member of the Alliance Homes Group is currently or in the future a member of, or by any members current or future of such an arrangement or group.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

7 November 2022

End date

31 March 2026

This contract is subject to renewal

Yes

Description of renewals

The duration of the contract is for a period of implementation plus three years with the option to extend for two further period of one year each subject to satisfactory services, performance and cost.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Contracting Authority intends to enter into a contract for the period of implementation plus three years with the option to extend for two further periods of one year each subject to satisfactory services, performance and cost.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Initial contract duration with two extensions of one year each which will be mutually agreed.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

13 June 2022

Local time

12:00pm

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

Tender must be valid until: 31 December 2022

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

NSAH (Alliance Homes) Ltd

40 Martingale Way

Portishead

BS20 7AW

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Contracting Authority will enter into this contract following a 10 calendar day standstill period starting on the day after the notification of the result. The Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or who are at risk of harm by a breach of the Regulations to bring proceedings in the High Court. Any such proceedings must be brought within any limitation periods specified by the Regulations according to the remedy sought.