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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): ocds-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](mailto: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

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## **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

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### **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.

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## **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

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## **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.