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Tender

Halton Housing - CRM and Customer Portal Software and Associated Services

Halton Housing

F02: Contract notice

Notice identifier: 2022/S 000-014753

Procurement identifier (OCID): ocids-h6vhtk-034047

Published 26 May 2022, 2:13pm

The closing date and time has been changed to:

5 July 2022, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Halton Housing

Waterfront Point, Warrington Road

Widnes

WA8 0TD

Contact

Claire Paton

Email

tenders@cirruspurchasing.co.uk

Country

United Kingdom

NUTS code

UKD - North West (England)

Internet address(es)

Main address

<https://www.haltonhousing.co.uk/>

I.3) Communication

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

<https://in-tendhost.co.uk/cirruspurchasing.aspx/Home>

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/cirruspurchasing.aspx/Home>

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**

Halton Housing - CRM and Customer Portal Software and Associated Services

Reference number

Halton Housing 0056

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

This ITT is for CRM and Customer Portal. As a minimum, this contract will be to supply, install, implement, support, maintain and develop all the software and related services as per the requirement of this specification. The main areas of functionality will include but not limited to. • CRM • Customer Portal • Customer Engagement • Reporting • Core Applications Integration • Data Management and Migration We are expecting the implementation phase to start no later than October 2022 and be ready for live deployment by April 2023. The contract will be for 4 years.

II.1.5) Estimated total value

Value excluding VAT: £750,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48445000 - Customer Relation Management software package
- 48480000 - Sales, marketing and business intelligence software package
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

This ITT is for CRM and Customer Portal. As a minimum, this contract will be to supply, install, implement, support, maintain and develop all the software and related services as per the requirement of this specification. The main areas of functionality will include but not limited to. • CRM • Customer Portal • Customer Engagement • Reporting • Core Applications Integration • Data Management and Migration

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70%

Cost criterion - Name: Price / Weighting: 30%

II.2.6) Estimated value

Value excluding VAT: £750,000

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

Duration in months

48

This contract is subject to renewal

No

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Any supplier may be disqualified who has been convicted of:(a) conspiracy within the meaning of section 1 or 1A of the Criminal Law Act 1977(a) or article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983(b) where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA on the fight against organised crime(c);(b) corruption within the meaning of section 1(2) of the Public Bodies Corrupt Practices Act 1889(d) or section 1 of the Prevention of Corruption Act 1906(e);(c) the common law offence of bribery;(d) bribery within the meaning of sections 1, 2 or 6 of the Bribery Act 2010(f), or section 113 of the Representation of the People Act 1983(g);(e) where the offence relates to fraud affecting the European Communities` financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities(h):(i) the common law offence of cheating the Revenue;(ii) the common law offence of conspiracy to defraud;(iii) fraud or theft within the meaning of the Theft Act 1968(i), the Theft Act (Northern Ireland) 1969(j), the Theft Act 1978(k) or the Theft (Northern Ireland) Order 1978(l);(iv) fraudulent trading within the meaning of section 458 of the Companies Act 1985(m), article 451 of the Companies (Northern Ireland) Order 1986(n) or section 993 of the Companies Act 2006(o);(v) fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979(p) or section 72 of the Value Added Tax Act 1994(q);(vi) an offence in connection with taxation in the European Union within the meaning of section 71 of the Criminal Justice Act 1993(r);(vii) destroying, defacing or concealing of documents or procuring the execution of a valuable security within the meaning of section 20 of the Theft Act 1968(s) or section 19 of the Theft Act (Northern Ireland) 1969(t);(viii) fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006(u); or(ix) the possession of articles for use in frauds within the meaning of section 6 of the Fraud Act 2006, or the making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of that Act;(f) any offence listed,(i) in section 41 of the Counter Terrorism Act 2008(a); or(ii) in Schedule 2 to that Act where the court has determined that there is a terrorist connection;(g) any offence under sections 44 to 46 of the Serious Crime Act 2007(b) which relates to an offence covered by subparagraph (f);(h) money laundering within the meaning of sections 340(11) and 415 of the Proceeds of Crime Act 2002(c);(i) an offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988(d) or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996(e);(j) an offence under section 4 of the Asylum and Immigration (Treatment of Claimants, etc. Act 2004(f);(k) an offence under section 59A of the Sexual

Offences Act 2003(g);(l) an offence under section 71 of the Coroners and Justice Act 2009(h);(m) an offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994(i); or(n) any other offence within the meaning of Article 57(1) of the Public Contracts Directive;(i) as defined by the law of any jurisdiction outside England and Wales and Northern Ireland; or(ii) created, after the day on which these Regulations were made, in the law of England and Wales or Northern Ireland.

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

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

Originally published as:

Date

28 June 2022

Local time

12:00pm

Changed to:

Date

5 July 2022

Local time

12:00pm

See the [change notice](#).

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

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

28 June 2022

Local time

12:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2026

VI.3) Additional information

Tender documents must be accessed through the Cirrus Purchasing eTender facility.

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

This tender process will incorporate a minimum 10 calendar day standstill period at the point information on the award is communicated to tenderers. Appeals can be directly raised via the contact points detailed in section VI.4.1 of this contract notice. The Public Contracts Regulations 2015 #102 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).