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Tender

Tender for NCHA's Customer Portal (My NCHA)

Nottingham Community Housing Association

F02: Contract notice

Notice identifier: 2021/S 000-029411

Procurement identifier (OCID): ocids-h6vhtk-02fa52

Published 26 November 2021, 8:55am

Section I: Contracting authority

I.1) Name and addresses

Nottingham Community Housing Association

12/14 Pelham Road, Sherwood Rise

Nottingham

NG5 1AP

Email

procurement@ncha.org.uk

Country

United Kingdom

NUTS code

UKF1 - Derbyshire and Nottinghamshire

Internet address(es)

Main address

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

Buyer's address

<https://www.ncha.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/ncha.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/ncha.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

Tender for NCHA's Customer Portal (My NCHA)

Reference number

NCHACP

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

We are looking for a company or companies to work with to help us deliver a new, customer-focused website portal.

II.1.5) Estimated total value

Value excluding VAT: £200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKF14 - Nottingham

II.2.4) Description of the procurement

The My NCHA project is about making it easy for our customers to book appointments, pay for things, and report issues online. By offering useful and usable digital services on our website, we'll reduce the need for people to call us - which will free up staff time to

support those customers with more complex needs or less advanced digital skills.

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

Duration in months

36

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The initial term of 1 year may be extended by up to 1 further year.

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 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

Date

4 January 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 March 2022

IV.2.7) Conditions for opening of tenders

Date

4 January 2022

Local time

5:00pm

Place

Tenders will be opened within the e procurement system according to NCHA's Financial Regulations

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Nottingham Community Housing Association

Nottingham

Country

United Kingdom