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Contract

Self-Service Customer Portal (471-AHL)

NSAH (Alliance Homes) Ltd

F03: Contract award notice

Notice identifier: 2022/S 000-032497

Procurement identifier (OCID): ocids-h6vhtk-033712

Published 16 November 2022, 1:07pm

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.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.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £390,000

II.2) Description

II.2.2) Additional CPV code(s)

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

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 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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-012404](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 November 2022

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 7

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: 8

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

V.2.3) Name and address of the contractor

Hallnet Ltd

Lowton Business Park, Newton Road,

Lowton

WA3 2AP

Country

United Kingdom

NUTS code

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

National registration number

03592955

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £390,000

Total value of the contract/lot: £281,762

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NSAH (Alliance Homes) Ltd

40 Martingale Way

Portishead

BS20 7AW

Country

United Kingdom