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Contract

Halton Housing - CRM and Customer Portal Software and Associated Services

Halton Housing

F03: Contract award notice

Notice identifier: 2022/S 000-033452

Procurement identifier (OCID): ocids-h6vhtk-034047

Published 25 November 2022, 10:00am

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.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 The contract will be for 4 years.

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: £750,000

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.2.11) 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 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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-014753](#)

Section V. Award of contract

Contract No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 October 2022

V.2.2) Information about tenders

Number of tenders received: 9

Number of tenders received from SMEs: 6

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: 9

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

V.2.3) Name and address of the contractor

DB Group Limited (t/a Esuasive)

First Floor 140 Brompton Road

London

SW31HY

Country

United Kingdom

NUTS code

- UKI - London

National registration number

02422056

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: £750,000

Total value of the contract/lot: £750,000

Section VI. Complementary information

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 incorporated a minimum 10 calendar day standstill period at the point information on the award was communicated to tenderers. Appeals could 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).