

This notice in TED website: <https://ted.europa.eu/udl?uri=TED:NOTICE:432292-2018:TEXT:EN:HTML>

**United Kingdom-London: Software package and information systems
2018/S 191-432292**

Contract award notice

Results of the procurement procedure

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

- I.1) **Name and addresses**
One Housing Group Ltd
100 Chalk Farm Road, London
London
NW1 8EH
United Kingdom
Contact person: David Golledge
E-mail: dgolledge@onehousing.co.uk
NUTS code: UKI
Internet address(es):
Main address: www.onehousing.co.uk

- I.2) **Information about joint procurement**

- 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:**
Provision of a Software as a Service Customer Contact Management (CCM) Solution
Reference number: 013-DG-OHG
- II.1.2) **Main CPV code**
48000000
- II.1.3) **Type of contract**
Services
- II.1.4) **Short description:**
Provision of system integration and delivery of a comprehensive Customer Contact Management solution(CCM).
The CCM solution shall be fully integrated to the Customers' systems infrastructure and based upon cloud technology, Software as a Service (SaaS) and Platform as a Service (PaaS) technology.

Requirement that the CCM system shall be based upon a Commercial of the Shelf (COTS) solution thereby minimising any customisation.

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: 560 000.00 GBP

II.2) **Description**

II.2.1) **Title:**

II.2.2) **Additional CPV code(s)**

II.2.3) **Place of performance**

NUTS code: UKI

Main site or place of performance:

London

II.2.4) **Description of the procurement:**

Provision of system integration and delivery of a comprehensive Customer Contact Management solution(CCM).

The CCM solution shall be fully integrated to the customers' systems infrastructure and based upon cloud technology, Software as a Service (SaaS) and Platform as a Service (PaaS) technology.

Requirement that the CCM system shall be based upon a Commercial of the Shelf (COTS) solution thereby minimising any customisation.

II.2.5) **Award criteria**

Quality criterion - Name: Functional Requirements — compliance to defined requirements. / Weighting: 15

Quality criterion - Name: Non-Functional Requirements — compliance to defined requirements. / Weighting: 15

Quality criterion - Name: Alignment of standard support models with specified service levels / Weighting: 10

Quality criterion - Name: Product demonstration by suppliers/site visits / Weighting: 5

Price - Weighting: 55

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

II.2.14) **Additional information**

Section IV: Procedure

IV.1) **Description**

IV.1.1) **Type of procedure**

Competitive procedure with negotiation

IV.1.3) **Information about a framework agreement or a dynamic purchasing system**

IV.1.6) **Information about electronic auction**

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 in the OJ S: [2017/S 163-336225](#)

IV.2.8) **Information about termination of dynamic purchasing system**

IV.2.9) **Information about termination of call for competition in the form of a prior information notice**

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:**

17/09/2018

V.2.2) **Information about tenders**

Number of tenders received: 3

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

V.2.3) **Name and address of the contractor**

IDE Group Manage Ltd

81-85 Station Road

Croydon

CR0 2RD

United Kingdom

NUTS code: UKI

The contractor is an SME: no

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

Total value of the contract/lot: 560 000.00 EUR

V.2.5) **Information about subcontracting**

Section VI: Complementary information

VI.3) **Additional information:**

VI.4) **Procedures for review**

VI.4.1) **Review body**

One Housing Group

London

United Kingdom

VI.4.2) **Body responsible for mediation procedures**

VI.4.3) **Review procedure**

VI.4.4) **Service from which information about the review procedure may be obtained**

VI.5) **Date of dispatch of this notice:**

02/10/2018