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Planning

Core Digital Platform

Port of Leith Housing Association Ltd

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-001289

Procurement identifier (OCID): ocids-h6vhtk-030ba2

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Section I: Contracting authority

I.1) Name and addresses

Port of Leith Housing Association Ltd

108 Constitution Street, Leith

Edinburgh

EH6 6AZ

Email

Digitaltransformation@polha.co.uk

Telephone

+44 1315540403

Fax

+44 1315551504

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

<http://www.polha.co.uk/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA13142

I.3) Communication

Additional information can be obtained from 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

Core Digital Platform

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

In line with Our Strategic Plan 2020-2025, and to align efficient operation across the Group, we are reviewing our Core Digital Platform. The organisation, and indeed the world we operate in, has changed and as a result what we need from our core platform has also changed.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

II.2.4) Description of the procurement

Our strategic goals include (but not limited to): “To have highly effective systems and processes for supporting the business and delivering excellent services”.

We aim to achieve this by focusing on the following targets (please note this is not an exclusive list of strategic objectives and KPIs):

- 50% of social housing customers registered and using digital services
- 100% of PDL transactions are available digitally to customers
- 75% of Association transactions are available digitally to customers
- 100% of back-office processes can be carried out using mobile technology

For these reasons and in recognition that digital solutions have themselves evolved since the last time PoLHA looked to the marketplace, the intention now is to look to market and seek a suitable digital solution which supports our organisation now and looking to the future.

Each business area and workflow required by POLHA Group has been outlined in the SPD and Top Level Requirements documents. This outlines the minimum requirements for POLHA Group that MUST be met by the proposed digital solution suppliers.

POLHA understand that if a requirement cannot be met specifically, the supplier will respond to the requirement/workflow with confirmation of such but may propose alternative and/or complementary functionality provided by their solution that will address the requirement to POLHA 's satisfaction.

The existing system (that is to be replaced) combines and currently serves the following areas –

- Housing
- Tenancy/ Contact Management
- Finance
- Property Maintenance (planned and reactive)
- Factoring
- Asset Management
- Basic Reporting

PoLHA are not only looking for a solution which underpins the internal business operation using workflow and automation, but a platform which facilitates ease of engagement between PoLHA operations, suppliers, and tenants. Potential suppliers are invited to demonstrate and advise how this can be facilitated using their platform.

The solution must present an easy to navigate visual front end. Facilitating promotion of required information to the user with ease.

At the core of the vision is to have a single source of truth in terms of data. Therefore the digital solution is required to demonstrate a robust Data management model in line with regulatory standards e.g. GDPR.

This data can then underpin the efficient workflow processes throughout. There is a wide range of information which can form part of the processes outlined in this document. PoLHA are particularly interested in how suppliers can demonstrate the shared use, security, and auditable accuracy of data as part of their solution.

It should also be noted that PoLHA are considering using Competitive Dialogue or Competitive Procedure with Negotiation for the procurement route and we would be interested in your experience of either route?

We are keen to get feedback from market in connection with our attached "PoLHA Top Level Requirements Document for PIN draft".

This is a fantastic opportunity for any perspective bidders to offer feedback, comment and ask questions in connection with our draft "PoLHA Top Level Requirements Document for PIN draft".

We would encourage you to take this opportunity to offer feedback and questions through PCS or directly to Digitaltransformation@polha.co.uk that could help shape the finalised brief and requirements.

II.3) Estimated date of publication of contract notice

1 March 2022

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

We are keen to get feedback from market in connection with our attached "PoLHA Top Level Requirements Document for PIN draft".

This is an opportunity for perspective bidders to comment and ask question in connection with out draft "PoLHA Top Level Requirements Document for PIN draft".

Please do not bypass this opportunity to offer feedback and questions to Digitaltransformation@polha.co.uk that could help shape the finalised brief and requirements.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=679720.

(SC Ref:679720)