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Tender

## **Golding Homes - Procurement of repairs management software (RMS)**

Golding Homes

F02: Contract notice

Notice identifier: 2021/S 000-003853

Procurement identifier (OCID): ocds-h6vhtk-029675

Published 25 February 2021, 6:32pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Golding Homes

County Gate One, Staceys Street

Maidstone

ME14 1ST

#### **Email**

[tenders@camerons.uk.com](mailto:tenders@camerons.uk.com)

#### **Telephone**

+44 3007772600

#### **Country**

United Kingdom

## **NUTS code**

UKJ - SOUTH EAST (ENGLAND)

## **Internet address(es)**

Main address

<https://www.goldinghomes.org.uk>

Buyer's address

<https://www.goldinghomes.org.uk>

## **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-UK-Maidstone:-Software-package-and-information-systems./U565ZB66C9>

Additional information can be obtained from the above-mentioned address

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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Golding Homes - Procurement of repairs management software (RMS)

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Golding Homes are bringing their repairs service "in-house" from a previously fully outsourced service. As part of this exercise, we require to implement a Repairs Management System (RMS) to fully support our teams in delivering an excellent customer service.

#### **II.1.5) Estimated total value**

Value excluding VAT: £500,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

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

- 48170000 - Compliance software package
- 48100000 - Industry specific software package
- 48330000 - Scheduling and productivity software package
- 48332000 - Scheduling software package

- 48333000 - Contact management software package
- 48219300 - Administration software package
- 48445000 - Customer Relation Management software package

### **II.2.3) Place of performance**

NUTS codes

- UKJ - SOUTH EAST (ENGLAND)

Main site or place of performance

SOUTH EAST (ENGLAND)

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

Golding Homes are looking to procure a repairs management system (RMS) which can interface with existing systems. The procurement is being conducted using competitive route with negotiation but we reserve the right to award as per procurement documentation. This is an accelerated procedure as a result of internal strategic change which requires maintenance of customer safety and satisfaction as a priority. The RMS system is critical to support service delivery. This is envisaged to be a 5 year contract.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £500,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

Yes

## Description of renewals

This is envisaged to be a 5 year contract with the option to extend to a maximum of 8 years dependent upon performance; capability and other measures as set out in the contract documentation

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 3

Objective criteria for choosing the limited number of candidates:

As set out in the procurement documentation

### **II.2.10) Information about variants**

Variants will be accepted: No

### **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**

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/U565ZB66C9>

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Please refer to pass/fail criteria in procurement documentation

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

Accelerated procedure

Justification:

In Sourcing of repairs function has led to strategic and short notice requirement for repairs management system to be implemented to ensure customer safety and satisfaction

#### **IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### **IV.1.5) Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

15 March 2021

Local time

1:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

31 March 2021

#### **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**

Duration in months: 6 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

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GO Reference: GO-2021225-PRO-17845403

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Golding Homes

County Gate One, Staceys Street

Maidstone

ME14 1ST



Email

[procurement@goldinghomes.org.uk](mailto:procurement@goldinghomes.org.uk)

Country

United Kingdom

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

Centre for effective dispute resolution (CEDR)

70 Fleet Street

London

EC4Y 1EU

Email

[info@cedr.com](mailto:info@cedr.com)

Telephone

+44 2075366000

Country

United Kingdom

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

Cabinet Office

70 Whitehall

London

SW1A 2AS

Telephone

+44 3007772600

Country

United Kingdom

Internet address

[www.cabinetoffice.gov.uk](http://www.cabinetoffice.gov.uk)