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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): ocids-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

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

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>

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

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)

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

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

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