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Tender

## **Income Case Management**

Stonewater Ltd

F02: Contract notice

Notice identifier: 2022/S 000-004151

Procurement identifier (OCID): ocids-h6vhtk-0316d2

Published 14 February 2022, 2:14pm

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

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

Stonewater Ltd

Suite C, Lancaster House,, Grange Business Park, Enderby Road, Whetstone

Sarah Newton

LE8 6EP

#### **Contact**

Sarah Newton

#### **Email**

[sarah.newton@stonewater.org](mailto:sarah.newton@stonewater.org)

#### **Telephone**

+44 07464656520

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.stonewater.org/>

**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-Sarah-Newton:-Customer-Relation-Management-software-development-services./AJ72532A7X>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com>

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**

Income Case Management

Reference number

00262-CS

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

- 72212445 - Customer Relation Management software development services

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

Services

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

Stonewater are looking for a solution to integrate with our existing collections and rent management systems. It should provide for the transparent management of a complex portfolio of income cases delivered under a diverse range of customer agreements. It should enable ease of access to management information, reconciliation, reporting and evidence how it can reduce Stonewater's income position.

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

Value excluding VAT: £300,000

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

This contract is divided into lots: No

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

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

Stonewater are looking for a solution to integrate with our existing collections and rent management systems which will be tendered . It should provide for the transparent management of a complex portfolio of income cases delivered under a diverse range of customer agreements. It should enable ease of access to management information, reconciliation, reporting and evidence how it can reduce Stonewater's income position.

#### **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: £300,000

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

Duration in months

24

This contract is subject to renewal

No

#### **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

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

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

#### **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**

Open procedure

#### **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

11 April 2022

#### **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**

Tender must be valid until: 9 May 2022

#### **IV.2.7) Conditions for opening of tenders**

Date

11 April 2022

Local time

5:00pm

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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 payment will be used

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

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

<https://www.delta-esourcing.com/tenders/UK-UK-Sarah-Newton:-Customer-Relation-Management-software-development-services./AJ72532A7X>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/AJ72532A7X>

GO Reference: GO-2022214-PRO-19648421

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

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

Stonewater Ltd

Suite C, Lancaster House,, Grange Business Park, Enderby Road, Whetstone

Sarah Newton

LE8 6EP

Email

[sarah.newton@stonewater.org](mailto:sarah.newton@stonewater.org)

Telephone

+44 07464656520

Country

United Kingdom

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

Stonewater Ltd

Suite C, Lancaster House,, Grange Business Park, Enderby Road, Whetstone

Leicester

LE8 6EP

Telephone

+44 7464656520

Country

United Kingdom

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

Stonewater Ltd

Suite C, Lancaster House,, Grange Business Park, Enderby Road, Whetstone

Leicester

LE8 6EP

Email

[sarah.newton@stonewater.org](mailto:sarah.newton@stonewater.org)

Country

United Kingdom