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Tender

## **Core Digital Platform**

Port of Leith Housing Association Ltd

F02: Contract notice

Notice identifier: 2022/S 000-005706

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

Published 2 March 2022, 12:58pm

## **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](mailto: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](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA13142)

**I.3) Communication**

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

<http://www.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://www.publiccontractsscotland.gov.uk/>

**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**

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.

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

Quality criterion - Name: Quality Submission / Weighting: 80%

Quality criterion - Name: Interview / Demo (Optional - only if selected for use by client) / Weighting: 20%

Cost criterion - Name: Cost of Service / Weighting: 20%

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The contract period will be for 3 years with a 1 + 1 year option to. Further extension periods may added to a maximum of 10 years with these periods being agreed on a 1 or 2 year basis to the end of the 10 year period.

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

Variants will be accepted: Yes

#### **II.2.11) Information about options**

Options: Yes

Description of options

As per the ITT

### **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**

See PoLHA Core Digital Platform - ITT - vFinal

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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

As per the attached PoLHA Core Digital Platform - ITT - vFinal

#### **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.2.2) Contract performance conditions**

As per the attached PoLHA Core Digital Platform - ITT - vFinal and the Appendix 11 - Key Performance Indicators - vFinal

#### **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: Yes

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

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-001289](#)

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

Date

1 April 2022

Local time

12:00pm

#### **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: 3 (from the date stated for receipt of tender)

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

Date

1 April 2022

Local time

12:00pm

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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 ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

Please ensure that you comprehensively read all the documents provided in the tender pack. Critically you must understand the requirements set out in the below documents and that you follow the guidance given for the submission returns.

Appendix 1- PoLHA High Level Requirements Document v0.8 Final'

PoLHA Core Digital Platform - ITT - vFinal

PoLHA Core Digital Platform - Tender Return Pack vFinal

Appendix 11 - Key Performance Indicators - vFinal

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=685389](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=685389).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>



A summary of the expected community benefits has been provided as follows:

Please see CB section of the quality submission and ITT

(SC Ref:685389)

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

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

Edinburgh Sheriff Court

Edinburgh

Country

United Kingdom

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

Port of Leith Housing Association

Edinburgh

Country

United Kingdom