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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

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

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

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

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

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

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.

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.

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