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Tender

SaaS Housing, Repairs, Asset Management and Finance System Tender

Watmos Community Homes

F02: Contract notice

Notice identifier: 2024/S 000-008075

Procurement identifier (OCID): ocds-h6vhtk-04483e

Published 13 March 2024, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

Watmos Community Homes

116–120 Lichfield Street

Walsall

WS1 1SZ

Contact

Email or Phone

Email

chris.shaw@shawc.co.uk

Telephone

+44 7722067596

Country

United Kingdom

Region code

UKG3 - West Midlands

Internet address(es)

Main address

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

Buyer's address

<https://www.shawc.co.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-Walsall:-Software-package-and-information-systems./NG2M3Z5D62>

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/UK-UK-Walsall:-Software-package-and-information-systems./NG2M3Z5D62>

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

SaaS Housing, Repairs, Asset Management and Finance System Tender

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Watmos are looking to replace their existing Housing (Capita Open Housing), and Finance solution (Open Accounts) with a modern, integrated Housing, Assets, Compliance, Repairs and Finance Solution which is delivered as Software as a Service solution which is either a single solution or is integrated into 3rd party solution(s) which provides those capabilities.

The tender is split into three LOTs and tenderers must bid for just one of those LOTs.

- Lot 1: SaaS Housing, Repairs, Compliance, and Asset Management.

- Lot 2: SaaS Finance Solution.

- Lot 3: Housing, Repairs, Compliance, Asset Management and Finance Solution as detailed in Sections 5 and 6

II.1.5) Estimated total value

Value excluding VAT: £1,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for one lot only

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

LOT 3 is a combination of LOT 1 and LOT 2.

II.2) Description

II.2.1) Title

SaaS Housing, Repairs, Compliance, Asset Management Solution

Lot No

LOT 1

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKG3 - West Midlands

Main site or place of performance

West Midlands

II.2.4) Description of the procurement

An Integrated Housing, Repairs, Compliance, and Assets Solution which is provided as Software as a Service, that is fully managed and maintained by the supplier.

The solution must provide:

Allocations and Waiting Lists Management, including Nominations.

Asset Management

Asset Management Compliance

CRM / Case Management

Data Warehouse to enable Watmos to integrate to Power-Bi

Forms Designer to be able to create new and amend existing

Housing Management

Inbuilt Dashboards

Mobile Working across all areas of your proposed solution

Open APIs

Portals (Customer, Contractor, and other Stakeholders)

Proactive / Predictive Arrears Management

Repairs Management & Contractor Management

Service Charges

Workflow Designer to be able to create new and amend existing

Workforce Scheduling for any team e.g. Assets, Housing, Repairs, etc.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Total cost of ownership of the solution over 8 years. / Weighting: 30

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

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

A possible extension of a further 4 years in 24-month increments.

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) Description

II.2.1) Title

SaaS Finance Solution

Lot No

2

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKG3 - West Midlands

Main site or place of performance

West Midlands

II.2.4) Description of the procurement

SaaS Finance Solution that is fully managed and maintained by the supplier which provides:

General Ledger

Project Accounting

Purchase Ledger

Purchase Order Processing

Sales Ledger & Debt Management

Cash Book & Bank

VAT

Fixed Assets and Component Accounting

Budget Planning & Forecasting

Forms Designer to be able to create new and amend existing

Inbuilt Dashboards

Open APIs

Self Service

Workflow Designer to be able to create new and amend existing

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Total cost of ownership of the solution over 8 years. / Weighting: 30

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

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

A possible extension of a further 4 years in 24-month increments

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) Description

II.2.1) Title

SaaS Housing, Repairs, Compliance, Asset Management, and Finance Solution

Lot No

3

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKG3 - West Midlands

Main site or place of performance

West Midlands

II.2.4) Description of the procurement

An Integrated Housing, Repairs, Compliance, Assets and Finance Solution which is provided as Software as a Service, that is fully managed and maintained by the supplier.

The solution must provide:

Allocations and Waiting Lists Management, including Nominations.

Asset Management

Asset Management Compliance

CRM / Case Management

Data Warehouse to enable Watmos to integrate to Power-Bi

Forms Designer to be able to create new and amend existing

Housing Management

Inbuilt Dashboards

Mobile Working across all areas of your proposed solution

Open APIs

Portals (Customer, Contractor, and other Stakeholders)

Proactive / Predictive Arrears Management

Repairs Management & Contractor Management

Service Charges

Workflow Designer to be able to create new and amend existing

Workforce Scheduling for any team e.g. Assets, Housing, Repairs, etc.

General Ledger

Project Accounting

Purchase Ledger

Purchase Order Processing

Sales Ledger & Debt Management

Cash Book & Bank

VAT

Fixed Assets and Component Accounting

Budget Planning & Forecasting

Self Service

II.2.5) Award criteria

Quality criterion - Name: SaaS Housing, Repairs, Compliance, and Asset Management
Quality / Weighting: 70

Quality criterion - Name: SaaS Finance System Quality / Weighting: 70

Cost criterion - Name: Total cost of ownership of the solution over 8 years. / Weighting: 60

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

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

A possible extension of a further 4 years in 24-month increments

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

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

N/A

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

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

15 April 2024

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

IV.2.7) Conditions for opening of tenders

Date

15 April 2024

Local time

12:05pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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:

<https://www.delta-esourcing.com/tenders/UK-UK-Walsall:-Software-package-and-information-systems./NG2M3Z5D62>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/NG2M3Z5D62>

GO Reference: GO-2024313-PRO-25489281

VI.4) Procedures for review

VI.4.1) Review body

Watmos Community Homes

116–120 Lichfield Street

Walsall

WS1 1SZ

Country

United Kingdom