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Tender

## **Supply of a Housing Management System & Finance Management System**

North Wales Housing

F02: Contract notice

Notice identifier: 2022/S 000-012853

Procurement identifier (OCID): ocds-h6vhtk-0338d3

Published 17 May 2022, 2:26pm

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

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

North Wales Housing

Plas Blodwel, Broad Street

Llandudno Junction

LL15 9HL

#### **Contact**

Neville Brown

#### **Email**

[neville.brown@itica.com](mailto:neville.brown@itica.com)

#### **Telephone**

+44 7771810621

**Country**

United Kingdom

**NUTS code**

UKL13 - Conwy and Denbighshire

**Internet address(es)**

Main address

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

Buyer's address

<https://www.sell2wales.gov.wales/search>

**I.3) Communication**

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

<https://www.sell2wales.gov.wales/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.sell2wales.gov.wales/>

**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**

Supply of a Housing Management System & Finance Management System

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

- 72000000 - IT services: consulting, software development, Internet and support

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

Services

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

NWH wish to procure comprehensive 'commercial off-the-shelf' software to support its housing and finance operations. The Contract scope includes software supply, implementation support / consultancy to achieve maximum effectiveness of the solution, and ongoing maintenance and support.

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

Value excluding VAT: £1,200,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

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

Lot 1 & 2

## **II.2) Description**

### **II.2.1) Title**

Supply of a Housing Management System

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKL13 - Conwy and Denbighshire

Main site or place of performance

Plas Blodwel, Broad Street, Llandudno Junction LL31 9HL

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

Supply and implementation of software covering all aspects of housing operations, for example;

o lettings and allocations

o tenancy management, including CRM / Contact Management

o case and workload management

o revenue and debt management, including service charges

o asset management, including strategic, compliance, repairs, servicing, planned maintenance and voids

o workforce mobility

o digital and self-service capabilities including customer portal / app

o automation and end-to-end workflow

o dashboards and management information.

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

Quality criterion - Name: Strategic Objectives / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 8

Quality criterion - Name: Functional Requirements / Weighting: 20

Quality criterion - Name: Non-Functional Requirements / Weighting: 8

Quality criterion - Name: Professional Services / Weighting: 10

Quality criterion - Name: Service and Support / Weighting: 8

Quality criterion - Name: Account Management / Weighting: 10

Quality criterion - Name: Future Technology / Weighting: 5

Quality criterion - Name: Contract & Commercial / Weighting: 6

Price - Weighting: 15

### **II.2.6) Estimated value**

Value excluding VAT: £1,020,000

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

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

Annual renewals up to a further five years

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

Maximum number: 7

### **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**

Supply of a Finance Management System

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKL13 - Conwy and Denbighshire

Main site or place of performance

Plas Blodwel, Broad Street, Llandudno Junction LL31 9HL

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

Supply, implementation and support of software covering all aspects of financial operations, for example;

- o Case management and workflow for approvals, queries, or issue resolution

- o Expenses management (workflows, approvals, payment)
- o Purchase to Pay with automated links to budgets, with GRN, invoice matching, and payment
- o A portal for suppliers to be registered, maintain up to date details, and access capabilities including raising queries, submitting invoices and automatic updates on payment status
- o Project Accounting for capital spend and other investments
- o Management accounts for report distribution
- o Making Tax Digital including the ability to manage partial exemptions
- o Chart of Accounts
- o Accounts Payable / Receivable
- o Cash management
- o General Ledger
- o Journals
- o Creditor Management
- o Bank Reconciliation

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

Quality criterion - Name: Strategic Outcomes / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 8

Quality criterion - Name: Functional Requirements / Weighting: 20

Quality criterion - Name: Non-Functional Requirements / Weighting: 8

Quality criterion - Name: Professional Services / Weighting: 10

Quality criterion - Name: Service and Support / Weighting: 8

Quality criterion - Name: Account Management / Weighting: 10

Quality criterion - Name: Future Technology / Weighting: 5

Quality criterion - Name: Contract & Commercial / Weighting: 6

Price - Weighting: 15

### **II.2.6) Estimated value**

Value excluding VAT: £420,000

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

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

Annual renewals up to a further five years

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

Maximum number: 7

### **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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

#### **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

20 June 2022

Local time

12:00pm

**IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

29 June 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**

Duration in months: 9 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

[https://www.sell2wales.gov.wales/Search/Search\\_Switch.aspx?ID=121361](https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=121361).

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.sell2wales.gov.wales/sitehelp/help\\_guides.aspx](https://www.sell2wales.gov.wales/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.

(WA Ref:121361)

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

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

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom