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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

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

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

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

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)

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.

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.

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