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Tender

Sunderland City Council Multi-devise communications app

KNIGHT FRANK PROMISE

F02: Contract notice
Notice identifier: 2023/S 000-013534
Procurement identifier (OCID): ocds-h6vhtk-03c82c
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Section I: Contracting authority

I.1) Name and addresses

KNIGHT FRANK PROMISE

St Ann's Quay 124 Quayside

Newcastle upon Tyne

NE1 3BD

Contact

Procurement Team

Email

support@Maistro.com

Telephone

+44 8000488664

Country

United Kingdom

Region code

UKC2 - Northumberland and Tyne and Wear

Companies House

OC305934

Internet address(es)

Main address

https://www.maistro.com/

Buyer's address

https://www.knightfrank.co.uk/knight-frank-promise

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

https://portal.maistro.com/b/expression-of-interest/0100717b-4018-478e-a596-e7d474f953fc

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://portal.maistro.com/b/expression-of-interest/0100717b-4018-478e-a596-e7d474f953fc

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Sunderland City Council Multi-devise communications app

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

On behalf of Sunderland City Council, Knight Frank Promise is looking to appoint a service provider to deliver and maintain a multi-devise platform that connects multiple building users & visitors through an app. Sunderland City Council currently requires this app to be implemented across two locations City Hall and The Beam, however, there may be future requirements to extend the requirements across other Sunderland City Council locations.

Background Information.

Sunderland City Council has appointed our client Knight Frank Promise who is a leading provider of real estate consultancy services. Its principal activities include advising owners, investors, users, and developers of commercial and residential real estate on achieving maximum value from their properties as effective workspaces, homes, or investments.

For further information, please visit the Knight Frank Promise website: https://www.knightfrank.co.uk/knight-frank-promise

For further information, please visit the Sunderland City Council website: https://www.sunderland.gov.uk

II.1.5) Estimated total value

Value excluding VAT: £125,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package

- 48200000 - Networking, Internet and intranet software package

- 48400000 - Business transaction and personal business software package

- 48500000 - Communication and multimedia software package

- 48600000 - Database and operating software package

- 48800000 - Information systems and servers

II.2.3) Place of performance

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

Main site or place of performance

Correspondence address of Sunderland City Council:

City Hall Sunderland

Plater Wy, SR1 3AA

And The Beam

Plater Wy, SR1 3AD

II.2.4) Description of the procurement

General requirements:

• App to be Riverside Sunderland branded with segmentation for different buildings and tenants

• Option to deliver targeted, tailored content, which is relevant to different audiences and measure engagement.

• A building information forming repository for all information such as fire manuals and

handbooks etc.

• Admin dashboard that provides a full database of the building tenants and platform users with the ability to provide different levels of admin rights and assistance with staff training.

• Data and analytics platform allowing all stakeholders to access anonymised and aggregated data in real time.

• The property management team and occupiers are to be able to organise, manage and book any type of space within the site such as:

o Meeting rooms

o Event Space

o Wellness Room

• Bookings are to be configured either complementary or via credit system and/or on a chargeable basis.

• Event management function to replace Eventbrite.

• Access Control - In app access pass.

• Visitor booking for the management team and occupiers.

• Helpdesk to manage maintenance requests via a simple platform and for the work requests to be tracked in real-time.

• Ability to carry out surveys and polls of app users with competition and incentives

• Send push notifications regarding building updates such as maintenance work, development activity with the Riverside masterplan, or food vendors outside

• Ability to carry out surveys and polls of app users with competitions and incentives.

• Forums for like-minded people e.g., Book Club and Bicycle User Group.

• Integration with other useful websites such as real time bus information.

Ongoing support requirement:

• Weekly information feeds

• Activation content

• Polls and Surveys

• Customer engagement & events calendar

 Specific requirements

The multi-devise app is to be also used to further drive the sustainability campaigns across the property and connect the occupiers with Riverside Sunderland initiatives to achieve net zero carbon emissions. Currently, the communications application is required to cover two sites Sunderland City Hall & the Beam, but there may be a possible extension to different sites, this will be confirmed at a later date

Supplier to have ISO27001

The app requires Integration with:

• Gallagher access card system

• R00MZ booking system

• ELogbooks

Further support information:

Other buildings may come onboard, there are also residential elements, and a few different access points are required - further segmentation.

It is very important for the supplier to be able to demonstrate relevant experience, liability, ongoing support with initial implementation, and the duration of the contract, to be able to provide strong evidence of staff training. This multi-device app must be able to take away some of the admin tasks.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £125,000

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

Start date

2 October 2023

This contract is subject to renewal

Yes

Description of renewals

On behalf of Knight Frank Promise, Sunderland City Council is looking to appoint on a three (3) plus two-year (2) term subject to performance review.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

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

Date

9 June 2023

Local time

5:00pm

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

14 June 2023

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

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.4) Procedures for review

VI.4.1) Review body

MAISTRO LIMITED

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Exeter

EX5 2FN

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support@maistro.com

Telephone

+44 1392325557

Country

United Kingdom

Internet address

https://www.maistro.com

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Timetable for project SQ launch day - 12/05/2023

SQ Submission deadline- 09/06/2023

SQ Evaluation- 12/06/2023 SQ Shortlist Notification- 13/06/2023

ITT Launch Day- (30 days to run) 14/06/2023

ITT Question Deadline - 13/07/2023

ITT Submission deadline- 14/07/2023

ITT Evaluation - 21/07/2023

ITT Demos - TBC

BAFO (Standstill 10 days) - 28/07/2023

Award - 28/07/2023 Implementation Period & Internal Comms - 6-8 weeks (3 months)

Launch day start day - 02/10/2023