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Contract

## **Core Digital Platform**

Port of Leith Housing Association Ltd

F03: Contract award notice

Notice identifier: 2022/S 000-014835

Procurement identifier (OCID): ocds-h6vhtk-030ba2

Published 27 May 2022, 8:40am

### **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](mailto: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](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA13142)

**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**

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.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £478,875

### **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.2.11) 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

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## **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 000-005706](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

23 May 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

MRI Software

9 King Street

London

EC2V 8EA

Country

United Kingdom

NUTS code

- UKI31 - Camden and City of London

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £478,875

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## **Section VI. Complementary information**

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

(SC Ref:694946)

### **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