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Tender

## **Sunderland City Council - Multi-device communications app ITT**

KNIGHT FRANK PROMISE

F02: Contract notice

Notice identifier: 2023/S 000-016794

Procurement identifier (OCID): ocds-h6vhtk-03d5f6

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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](mailto:support@Maistro.com)

#### **Telephone**

+44 448000488664

#### **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/project-brief/56c4ef09-69bf-4c7d-a98c-af9dcba0fa1c>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.maistro.com/>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Sunderland City Council - Multi-device communications app ITT

Reference number

WLY-RV3P9Z

#### **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-device 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 Riverside Sunderland locations.

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.

#### **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 accessible via mobile phone and desktop that provides a full database of the building tenants and platform users with the ability to provide different

levels of admin rights through a password-protected login and assistance with staff training.

- Data and analytics platform allowing all stakeholders to access anonymised and aggregated data in real-time. Please state where the data would be sourced from and how it would be input.
- 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 bookings which are currently managed through Outlook and the ROOMZ booking system
  - 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 to link with Gallagher Door Access System on the Sunderland Council Network
- 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 Sunderland masterplan, or food vendors outside
- .
- Moderated 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-device 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 offices, retailers, and residential sites, this will be confirmed at a later date.

Supplier to have ISO27001.

The app requires Integration with:

- Gallagher access card system
- ROOMZ booking system.
- eLogbook's

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**

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

On behalf of Knight Frank Promise, Sunderland City Council is looking to appoint on 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

#### **II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

#### **II.2.14) Additional information**

Weight & Scores

- Commercials - 30%
- Capabilities - 20%
- Implementation - 20%
- Ongoing account support and product development -20%
- Innovation - 10%

## **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

14 July 2023

Local time

5:00pm

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

English

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## **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

1A Grow on Building 3 Babbage Way

Exeter

EX5 2FN

Email

[support@maistro.com](mailto: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 Demos - TBC

ITT Evaluation - 21/07/2023

BAFO - 26/07/2023

Award - 31/07/2023

Standstill 10 days - 10/08/2023

Implementation Period & Internal Comms - 6-8 weeks (3 months)

Launch Day start day - 02/10/2023