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Tender

Housing and Finance Integrated System for Langstane Housing Association

Langstane Housing Association

F02: Contract notice

Notice identifier: 2022/S 000-018089

Procurement identifier (OCID): ocids-h6vhtk-034d50

Published 4 July 2022, 9:13am

Section I: Contracting authority

I.1) Name and addresses

Langstane Housing Association

King Street

Aberdeen

AB241SL

Email

helen.gauld@langstane-ha.co.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.langstane-ha.co.uk

I.3) Communication

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

www.publiccontractsscotland.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.publiccontractsscotland.gov.uk

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Housing and Finance Integrated System for Langstane Housing Association

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

Langstane Housing Association is looking to upgrade to a fully hosted, secure Cloud-based IT application (SaaS) for integrated housing and finance management that enables data driven decisions and meets the needs of a modern, medium-sized Scottish housing association that may or may not return to development activities in the future.

The integrated system will have the following facilities. CRM system, Rent management, Tenancy management, Reactive repairs, Planned and cyclical repairs, Financial management, Warnings and alerts, Dashboards and reports. Contract management would be desirable.

The successful bidder will implement the system, provide training and support as well as software upgrades.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM5 - North Eastern Scotland

Main site or place of performance

Aberdeen

II.2.4) Description of the procurement

Langstane Housing Association wish to engage the services of a supplier who has experience of providing integrated housing and finance management software as a service (SaaS) for Housing Associations (preferably Scottish Housing Associations). The contract is for 3 years with 2 optional extensions of 2 years each. The system must be easy and intuitive to use for staff and other users, provide real-time information and reports including dashboards, be cost effective, be fully integrated, include automated workflows to improve efficiency, meet the appropriate security standards and be accessed from anywhere. Our customers (tenants) and contractors will access the system. For further details please see the SPD Instructions document.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

2 x 2 year extensions

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

Envisaged minimum number: 5

Objective criteria for choosing the limited number of candidates:

3 case studies 25% each, experience and qualifications of key staff 25%

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

List and brief description of selection criteria

Financial Health

Insurance

Minimum level(s) of standards possibly required

Bidders must submit recent 2 years of full (not abbreviated) signed accounts.

As a bare minimum:

Current assets / Current Liabilities must be at least 1.0 in the last 2 years

Total Assets – Total Liabilities must be positive in the last 2 years

As part of the process, a financial assessment of bidders will be carried out. Langstane Housing Association may use a third-party financial assessment service to determine bidders' financial position, and may request management accounts as well as published financial statements submitted by bidders to verify information or gain further detail or more up to date information

Employers GBP5m

Public GBP5m

III.1.3) Technical and professional ability

List and brief description of selection criteria

Relevant past experience

Minimum level(s) of standards possibly required

3 examples from the last 3 years of providing a relevant service for Housing Associations.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Key Performance Indicators will be used to manage the contract(s) and monitor supplier performance. These will include, but not restricted to:

- Communications and partnership working
- Administration and billing
- Community benefits delivery
- Implementation – time, resource applied, assistance provided and cost
- Customer (Langstane) satisfaction – based on number of issues raised,

response times, final resolution and the costs involved (financial and non-financial e.g., down time would be seen as a non-financial indicator)

- Technical satisfaction – based on system meeting current and future

business requirements e.g., where there are updates to the ARC, any required upgrades are timely

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

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

Date

12 August 2022

Local time

12:00pm

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

2 September 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: 3 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 3-7 years time

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Community Benefits will be required

As part of the Tender Evaluation stage, shortlisted bidders will be required to do a system demonstration / presentation

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

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=699137.

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.publiccontractsscotland.gov.uk/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.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Tenderers can propose community benefits in their tender

(SC Ref:699137)

VI.4) Procedures for review

VI.4.1) Review body

Aberdeen Sheriff Court

Aberdeen

Country

United Kingdom