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Contract

Applicant Tracking System

Midland Heart Ltd

F03: Contract award notice

Notice identifier: 2024/S 000-021508

Procurement identifier (OCID): ocds-h6vhtk-043d47

Published 12 July 2024, 3:49pm

Section I: Contracting authority

I.1) Name and addresses

Midland Heart Ltd

20 Bath Row

Birmingham

B15 1LZ

Contact

Alex Lawrence

Email

alex.lawrence@midlandheart.org.uk

Telephone

+44 7926065667

Country

United Kingdom

NUTS code

UKG - West Midlands (England)

National registration number

IP30069R

Internet address(es)

Main address

www.midlandheart.org.uk

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

Applicant Tracking System

Reference number

MH 0092

II.1.2) Main CPV code

- 48450000 - Time accounting or human resources software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Midland Heart are looking to go to market for a new Applicant Tracking System. The system should meet the following criteria and those requirements set out in Schedule 1b of the tender documents: The vacancy management and recruitment process for Hiring Managers should be intuitive and straight forward, whilst ensuring that robust and compliant processes are followed. The system should facilitate and support end-to-end recruitment processes, from requesting a vacancy be recruited to, reviewing and shortlisting applications, setting up and feeding back on assessments, through to monitoring the onboarding progress of successful candidates. The candidate journey, from application to onboarding, should be attractive, agile, efficient and intuitive in response to current labour market. Candidates should be able to easily provide all relevant application and compliance information using recruiter pre-defined application forms, tailored to specific roles. They should be able to track the

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: £300,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48450000 - Time accounting or human resources software package

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)

II.2.4) Description of the procurement

Midland Heart are looking to go to market for a new Applicant Tracking System. The system should meet the following criteria and those requirements set out in Schedule 1b: The vacancy management and recruitment process for Hiring Managers should be intuitive and straight forward, whilst ensuring that robust and compliant processes are followed. The system should facilitate and support end-to-end recruitment processes, from requesting a vacancy be recruited to, reviewing and shortlisting applications, setting up and feeding back on assessments, through to monitoring the onboarding progress of successful candidates. The candidate journey, from application to onboarding, should be attractive, agile, efficient and intuitive in response to current labour market. Candidates

should be able to easily provide all relevant application and compliance information using recruiter pre-defined application forms, tailored to specific roles. They should be able to track the progress of their application with ease. The system should support recruiters to deliver timely and efficient processes that minimise the impact of potential bias, utilising functionality including AI generated candidate recommendations (e.g. A / B / C Lists), CV parsing and the ability to submit full / partial / redacted / parsed application information to shortlisting panel. Recruiters should be able to set up and invite candidates to a range of assessment formats including individual interviews and group assessments. Super Users should be able to easily report and analyse key recruitment metrics such as request to recruit and application volumes, time to hire, and key recruitment stage timelines or bottlenecks. As our reporting requirements and need to access data is often broad and varied, super users should be able to access and easily report all information provided by candidates and hiring managers during the recruitment process. The system should support integrations with key systems including Office 365 (excluding Excel), HRIS payroll systems, specifically iTrent by MHR, WhatsApp, LinkedIn and identification and verification screening services. The system should ensure data security in line with industry best practice and current data protection legislation. The provider must be able to provide dedicated account management with regular reviews including access to the system development roadmap and enhancements, as well as a dedicated helpdesk accessible during UK business hours.

II.2.5) Award criteria

Price

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 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: [2024/S 000-006310](#)

Section V. Award of contract

Contract No

MH220

Title

Applicant Tracking System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 July 2024

V.2.2) Information about tenders

Number of tenders received: 9

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: 9

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

V.2.3) Name and address of the contractor

eArcu Limited

2nd Floor Davenport House, Bowers Way

Harpenden

AL5 4HX

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

National registration number

6957383

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £300,000

Total value of the contract/lot: £300,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Cabinet Office

70 Whitehall Westminster

London

SW1A2AS

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Centre for Effective Dispute Resolution

100 St Pauls Church Yard

London

EC4M 8BU

Country

United Kingdom