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Planning

Opportunity Listing: Requirement for a Partner to Support, Change & Maintain the Insolvency Service Instance of Unit4 ERP7

The Insolvency Service

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-026123

Procurement identifier (OCID): ocids-h6vhtk-03f9e7

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Section I: Contracting authority

I.1) Name and addresses

The Insolvency Service

16th Floor, 1 Westfield Avenue

STRATFORD

E201HZ

Contact

Commercial

Email

commercial@insolvency.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/insolvency-service/about/procurement>

I.3) Communication

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

<https://in-tendhost.co.uk/insolvencyservice.aspx/Home>

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

Other activity

General Public Services and Economic and Financial Affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

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Reference number

TIS0632

II.1.2) Main CPV code

- 72260000 - Software-related services

II.1.3) Type of contract

Services

II.1.4) Short description

This Prior Information Note (PIN) details a Supplier Engagement Event being held virtually by MS Teams on the 20th September 2023.

The Insolvency Service seeks to provide initial information relating to our support, maintenance and change requirements use of the Unit4 Enterprise Resource Planning (ERP) software solution. We are looking to obtain market views on our requirement to:

- develop our instance of ERP
- perform the delivery of any future configuration
- upgrades to the system that maybe required through the life of a contract
- any information on estimated costs
- potential timescales for onboarding
- ability to integrate this support into the Authority's Service Integration and Management (SIAM) model

This information provided will assist us in understanding what is available in the market in terms of options, assess indicative costs and approach, and inform our planning and procurement strategy including potential risks.

Suppliers can advise of their interest via the Insolvency Service e-Tendering Portal

<https://in-tendhost.co.uk/insolvencyservice.aspx/Home>

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Not Applicable

II.2.4) Description of the procurement

Unit4 Enterprise Resource Planning (ERP) Software is a Cloud Based system which has been customised and configured for the Insolvency Service to manage daily business activities such as:

- Accounting, Procure to Pay (P2P),
- Redundancy Payments Service (RPS),
- Debt Relief Orders (DRO)
- Adjudicator (ADJ) functions

- Staff Expenses

- HMRC compliance (payroll elements to assist the agency in reporting Real Time (RTI) tax and National Insurance information). ERP is administered internally in conjunction with our third-party service provider.

Details on the Authority's existing licencing agreement, including the modules procured, is available on Contracts Finder:

<https://www.contractsfinder.service.gov.uk/Notice/25858d9d-03d0-4225-91aa-345b3128d425>

The Authority intends to:

- Identify and procure the services of a suitable provider for ongoing support, change and maintenance of our ERP solution.
- Have in a place a maintenance, upgrade, and customisation/configuration service with the provider to develop requirements to ensure future provision is enhanced and improved accordingly.
- Onboard the suitable provider into the Authority's SIAM model
- Award an initial contract to July 2026 with an option to extend for up to 12 months

ERP, support, change and maintenance services required by the Authority include:

Our current provision includes:

- Telephone based help and advice in the use of the Software for internal administration team(s);
- Support options in addition to our ERP Licencing contract deliverables;
- End User support accessed via the Authority's 1st Line Service Desk;
- Change and Enhancement request services;
- Call-Off for additional Support Services to deliver a range of activities including;
 - o Development of Software for the Buyer;
 - o Version upgrades and patching

- o Configuration activities;
- o Integration with other systems;
- o Ad hoc support for on-going listed changes, enhancements & small projects;

These Call-Off Support services to be agreed via a development process for requesting customisation activities as required

- Management of the contract to be integrated into the Authority's SIAM

Of particular critical importance to the Authority is the maintenance of its specifically developed Redundancy Payment Services (RPS) integration which is integral to the Authority's responsibilities in issuing redundancy payments from the National Insurance Fund and associated HMRC calculations. Ensuring this is maintained, supported and developed is key to the Insolvency Service purpose and reputation.

Currently the Authority has in place a provision for the incumbent supplier to provide additional professional consultancy services to the Authority. This provision currently provides 5 days per month. The Authority is able to utilise these days for any purpose in relation to the development of the ERP software with a process in place to ensure both the supplier and the Authority understand the requests and they are sufficiently detailed prior to action.

The Authority would welcome your views on how you would propose a change and development process, whether the above is a model you could support and what you would consider to be an appropriate cost model.

Our SIAM Ecosystem comprises of 20-30 external Service Provider organisations who are responsible for the delivery of Business Applications, End User Services, Communications and Networking Services in a disaggregated model. These Service Provider organisations are Operationally managed by our SIAM Provider who also delivers a Service Desk providing Level-1 support for all IT services to our End Users. The Service Provider for Unit4 ERP will integrate into this Ecosystem and work alongside other partner organisations as appropriate to deliver the required services.

II.2.14) Additional information

The Authority requests suppliers to submit an interest in the supplier engagement event by accessing our e-Sourcing Portal:

Suppliers can self-register on the below link:

<https://in-tendhost.co.uk/insolvencyservice.aspx/Registration>

Once registered, you can log in and access any open Tenders or those you have been invited to using the link below:

<https://in-tendhost.co.uk/insolvencyservice.aspx/Home>

Should you wish to attend the supplier engagement event , then please ensure you respond by midday (12:00) on 19th September 2023 by completing the form held on the portal.

II.3) Estimated date of publication of contract notice

6 October 2023

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

Further Information On The Opportunity and Supplier Engagement Event is available on the Insolvency Service E-tendering portal:

<https://in-tendhost.co.uk/insolvencyservice.aspx/Home>