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Tender

Income Maximisation Project

Thirteen Housing Group Limited

F02: Contract notice

Notice identifier: 2021/S 000-028716

Procurement identifier (OCID): ocds-h6vhtk-02f79b

Published 17 November 2021, 2:42pm

Section I: Contracting authority

I.1) Name and addresses

Thirteen Housing Group Limited

2 Hudson Quay, Windward Way

Middlesbrough

TS2 1QG

Contact

Sara Vasey

Email

procurement@thirteengroup.co.uk

Telephone

+44 03001111000

Country

United Kingdom

NUTS code

UKC - North East (England)

Internet address(es)

Main address

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

I.3) Communication

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

<https://in-tendhost.co.uk/thirteengroup>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/thirteengroup>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Income Maximisation Project

Reference number

THIR 21 473

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

We require an Intelligent automation risk based artificial intelligence and machine learning approach to caseload management and collecting debt which also includes an integrated call handling and text messaging solution. This will work alongside our current housing management system, Orchard but also has the capacity to work alongside other housing management systems if this was to change. Through behavioural science the system must optimise the benefits of nudge theory to ensure that as a business we maximise our income through maximising automation opportunities and ensuring that manual intervention is made only when needed and in a way that will provide Thirteen with the best outcome.

II.1.5) Estimated total value

Value excluding VAT: £600,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

1. Identification through an operational dashboard, of account actions for current and former accounts (all product types) daily based on risk, which categorise actions based on both manual and automated interventions and in line with our escalation process.

2. Automation of contacts with customers based on risk; the segment of the customer group and the best method and time of day around general customer behaviour.

3. Automation must include text messaging and outbound dialing with a desirable requirement for automation of appropriate letters following the recovery process.

4. The call handling/text messaging solution should be able to interface with our existing 8 x 8 telephony system or at least have an appropriate "hand off" solution to provide a seamless experience for our customers.

5. All call handling/text messaging solutions must be in line with GDPR and call handling best practice.

6. All call handling/text messaging solutions must have the ability for Thirteen to be able to control the flow of calls/text to both maximise the capacity, but also slow the calls down as appropriate within our touchpoint (contact) centre to minimising failure demand, maximise customer satisfaction and ensure high uptake.

7. There is requirement that the automation would include current arrears, former tenant arrears across a variety of products such as general needs, housing for older people, supported accommodation, leaseholders, shared owners and students. These also have a variety of debit frequencies and tenure types.

8. A daily update would be required on all successful and unsuccessful automated contacts and must be able to integrate back to Orchard (or alternative system) in real time, stating the time, date, type of action and where applicable detail of the text/voice message/letter sent.

9. The successful supplier must be able to evidence that they have been able to adapt their solution with an organisation of similar size and operating model to Thirteen and would also work in collaboration with Thirteen to ensure that the system was bespoke to our requirements, and to continue to work in partnership to maximise the outcome of the product in our continually changing environment.

10. The system will also understand the group of customers where we would get the same result if we did nothing as opposed to unnecessary contact.

11. The system must have dashboards bespoke to the individual coordinator alongside higher level dashboard which will provide an overview of performance in relation to income recovery and actions taken, it must also, provide an overview of automation and manual intervention actions with live reports in relation to user activity.

12. We have a desire to expand automation to customers including regular check-ins to vulnerable customers.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Price / Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £600,000

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

3 year initial term plus options to extend of 1 year plus 1 year

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

Date

20 December 2021

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

20 December 2021

Local time

12:15pm

Place

Thirteen Housing Group, Middlesbrough

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

Public Procurement Review service

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The contracting authority will incorporate a minimum 10 calendar day standstill period from the day the information on the award of the contract is communicated to tenderers. If an appeal regarding the award of the contract has not been fully resolved, the Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be started within 30 days beginning with the

date when the aggrieved party first knew, or ought to have known, that grounds for starting proceedings had arisen. The Court may extend the time limit for starting proceedings where the Court considers that there is a good reason for doing so but not so as to permit proceedings to be started more than 3 months after that date. Where a contract has not been entered into, the Court may order the setting aside of the award decision or order the contracting authority to amend any document and may award damages. If the contract has been entered into the Court may only award damages, or where the contract award procedures have not been followed correctly, declare the contract to be • ineffective•

VI.4.4) Service from which information about the review procedure may be obtained

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>