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Tender

## **SPS 2480 - Revenues and Benefits Software Solutions System with Hosting Service**

Royal Borough of Greenwich

F02: Contract notice

Notice identifier: 2021/S 000-029389

Procurement identifier (OCID): ocds-h6vhtk-02fa3c

Published 25 November 2021, 5:47pm

The closing date and time has been changed to:

**31 January 2022, 12:00pm**

See the [change notice](#).

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Royal Borough of Greenwich

3rd Floor, The Woolwich Centre, 35 Wellington Street, Woolwich

London

SE18 6HQ

#### **Contact**

Mr William Jabang

#### **Email**

[William.Jabang@royalgreenwich.gov.uk](mailto:William.Jabang@royalgreenwich.gov.uk)

**Country**

United Kingdom

**NUTS code**

UKI51 - Bexley and Greenwich

**Internet address(es)**

Main address

<http://www.royalgreenwich.gov.uk/>

Buyer's address

<http://www.royalgreenwich.gov.uk/>

**I.3) Communication**

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

<https://royalgreenwich.proactishosting.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://royalgreenwich.proactishosting.com/>

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

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object****II.1) Scope of the procurement**

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

SPS 2480 - Revenues and Benefits Software Solutions System with Hosting Service

Reference number

DN583604

### **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**

The contract is for the provision of a Revenues and Benefits Software Systems Solution including a Document Management system with hosting and associated services.

### **II.1.5) Estimated total value**

Value excluding VAT: £2,700,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 72250000 - System and support services
- 72260000 - Software-related services

### **II.2.3) Place of performance**

NUTS codes

- UKI51 - Bexley and Greenwich

### **II.2.4) Description of the procurement**

The contract is for the provision of a Revenues and Benefits Software Systems Solution including a Document Management system with hosting and associated services which

covers the line of business systems and associated residents services, the hosting of those systems and the implementation of those systems including the implementation of the hosting solution.

#### **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: £2,700,000

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

Duration in months

84

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

The contract length is initially for a period of 7 years and Royal Greenwich reserves the right to extend it on the same terms for a further period or periods of up to 36 months making a total possible contract period of 10 years.

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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

Suppliers will be required to deliver social value as part of the delivery of the contract.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

Stated in the tender documents

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## **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**

Originally published as:

Date

10 January 2022

Local time

12:00pm

Changed to:

Date

31 January 2022

Local time

12:00pm

See the [change notice](#).

**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: 9 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

10 January 2022

Local time

2:00pm

Place

Electronic process

Information about authorised persons and opening procedure

Officers of the Royal Borough of Greenwich

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

This procurement will be managed electronically via the RBG Proactis e- tendering Suite.  
To

participate in this procurement, participants shall first be registered on the eTendering Suite.

If bidders have not yet registered on the eTendering Suite, this can be done online at

<https://royalgreenwich.proactishosting.com/> and click on the tab 'supplier registration'.

Note: registration may take some time, therefore, please ensure that you allow enough time

to register. Full instructions for registration and use of the system can be found at

<https://supplierhelp.due-north.com/> For technical assistance on use of the eSourcing Suite,

please contact Proactis Helpdesk Freephone: 0345 0103503.

Once registration is completed, the registered user will receive a notification email to alert

them that this has been done. A registered user can express an interest for a specific procurement. This is done by looking at the opportunity's section and selecting the contract

you want to tender for.

As a user of the e-Tendering Suite, you will have access to Proactis e-Portal email messaging

service which facilitates all messages sent to you and from you in relation to any specific

Tender event. Please note it is your responsibility to access these emails on a regular basis to

ensure you have sight of all relevant information applicable to this opportunity. All

communications relating to this tender exercise must be via e-portal messaging system. No direct emails to officers will be answered unless you are having problems communicating

through the portal. This process aims to improve audit trails as well as avoid duplication.

Please note, social value considerations are included in this contract. Details are stated in the tender documents.

#### **VI.4) Procedures for review**

##### **VI.4.1) Review body**

High Court of England and Wales

Royal Courts of Justice, Strand

London

WC1A 2LL

Country

United Kingdom

##### **VI.4.2) Body responsible for mediation procedures**

Cabinet Office

70 Whitehall

London

SW1A 2AS

Country

United Kingdom

##### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures



Royal Borough of Greenwich has incorporated a minimum 10 calendar day standstill period

after notification to unsuccessful applicants of the award decision

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

Royal Borough of Greenwich

The Woolwich Centre, 35 Wellington Street

London

SE18 6HQ

Country

United Kingdom