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Tender

Transformational Change & Business Applications Consultancy Framework Agreement

Tai Tarian Ltd

F02: Contract notice

Notice identifier: 2024/S 000-035843

Procurement identifier (OCID): ocids-h6vhtk-04894e

Published 5 November 2024, 4:41pm

Section I: Contracting authority

I.1) Name and addresses

Tai Tarian Ltd

Ty Gwyn, Brunel Way, Baglan Energy Park

Neath

SA11 2FP

Email

procurement@taitarian.co.uk

Telephone

+44 1639505890

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.taitarian.co.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA1087

I.3) Communication

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

<https://www.sell2wales.gov.wales>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.sell2wales.gov.wales>

I.4) Type of the contracting authority

Other type

Registered Social Landlord

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Transformational Change & Business Applications Consultancy Framework Agreement

Reference number

00988

II.1.2) Main CPV code

- 72220000 - Systems and technical consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Tai Tarian is seeking to appoint consultants (Providers) to a Framework Agreement for Transformational Change & Business Applications Consultancy to support Tai Tarian in the delivery of its transformation programme.

The Framework Agreement will be split into the following two Lots:

- Lot 1 – Transformational Change Consultancy
- Lot 2 – Business Applications Consultancy

Lots will be awarded on an individual basis and a Tenderer can bid for either one or both Lots.

It is anticipated that a maximum of 3 Providers will be appointed to each Lot.

The overall estimated value of the Framework Agreement for both Lots for all call-off Contracts is not expected to exceed 1,000,000 GBP (excluding VAT).

The Framework Agreement shall operate for a period of 4 years. However, Tai Tarian reserves the right to award call-off Contracts that exceed the expiry of the Framework by no greater than 2 years.

The scope of this Framework comprises of Transformational Change & Business

Applications Consultancy services that supports Tai Tarian deliver its transformation programme. Over the life of the Framework Agreement, Tai Tarian reserves the right to award call-off Contracts to the appointed Providers for consultancy services for any of the 5 themes for transformation as set out in 'Diagram 2: 5 Themes of Transformation' in the ITT.

In addition to this, the appointed Providers may be required to carry out consultancy services that are within the scope of the transformation programme but are not currently provided for in 'Diagram 2: 5 Themes of Transformation' as set out in the ITT.

Our Executive Management Team have set aspirations for the programme across horizons, with each horizon building on the successful deliverables from the previous, enabling us to achieve our overall vision.

To achieve this vision, our transformation programme will focus on five key themes, as set out in the diagrams included in the ITT. All themes are connected, with dependencies across multiple areas. At the centre of our programme is the customer experience and wrapping around the entire programme is our business applications theme.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Transformational Change Consultant

Lot No

1

II.2.2) Additional CPV code(s)

- 72224000 - Project management consultancy services
- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services
- 72221000 - Business analysis consultancy services

II.2.3) Place of performance

NUTS codes

- UKL17 - Bridgend and Neath Port Talbot

II.2.4) Description of the procurement

Our Executive Team have set a stretching and far-reaching five-year vision for transformational change that will touch all aspects of our business; our working methods and environment, service delivery, data collection and management, processes, systems (business applications) and partnership arrangements.

A cross-directorate group of senior managers have led on discussions with stakeholders and developed a 'critical path' roadmap of activities and projects which will realise the vision set; this group will play an ongoing critical role in programme delivery.

We have an internal Programme Management Office taking responsibility for overseeing and governing projects, standardising delivery approaches and practices and ensuring that there is clarity on the status of the programme.

A Head of Transformation has recently been appointed with responsibility for delivering the organisation's transformation vision, optimising the performance of the transformation programme, embedding transformation outputs and ensuring the continuous alignment of transformation activities with the organisation's strategic direction.

We are seeking a transformation partner to support us through the complex challenges we are likely to face as we progress through our transformation journey. We're looking to work alongside someone who will help guide us in seizing opportunities as they arise and assist in driving our transformation programme through to completion.

It is anticipated that we will award a call-off Contract for up to 18 months in total (initial 6 months with an option to extend up to a further 12 months (in 6-month periods)). However, Tai Tarian reserves the right to carry out a 'mini-competition' with all Providers under this Lot at the time of any extension period. We are particularly interested in how you will use your experience and unique skills gained from the field to embed best practice in achieving long-term transformational change.

Further information on the services to be provided and what Tai Tarian expects consultants to bring to the role can be found in the ITT.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Framework Agreement shall operate for a period of 4 years. However, Tai Tarian reserves the right to award call-off Contracts that exceed the expiry of the Framework by no greater than 2 years.

II.2.10) Information about variants

Variants will be accepted: Yes

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

II.2) Description

II.2.1) Title

Business Applications Consultant

Lot No

2

II.2.2) Additional CPV code(s)

- 79400000 - Business and management consultancy and related services
- 72222000 - Information systems or technology strategic review and planning services
- 72227000 - Software integration consultancy services

- 72221000 - Business analysis consultancy services
- 72224000 - Project management consultancy services

II.2.3) Place of performance

NUTS codes

- UKL17 - Bridgend and Neath Port Talbot

II.2.4) Description of the procurement

Our Executive Team have set a stretching and far-reaching five-year vision for transformational change that will touch all aspects of our business; our working methods and environment, service delivery, data collection and management, processes, systems (business applications) and partnership arrangements.

A cross-directorate group of senior managers have led on discussions with stakeholders and developed a 'critical path' roadmap of activities and projects which will realise the vision set; this group will play an ongoing critical role in programme delivery.

We have an internal Programme Management Office taking responsibility for overseeing and governing projects, standardising delivery approaches and practices and ensuring that there is clarity on the status of the programme.

We have an internal Technology & Innovation team with strong technical skills and organisational knowledge who will be heavily involved in the replacement of our business applications.

A Head of Transformation has recently been appointed with responsibility for delivering the organisation's transformation vision, optimising the performance of the transformation programme, embedding transformation outputs and ensuring the continuous alignment of transformation activities with the organisation's strategic direction.

We are seeking a suitably qualified and experienced consultant(s) to work with us to deliver the replacement of our core business applications. Acting in the capacity of a strategic advisor, critical friend, mentor and coach you will support and challenge during the delivery of our business applications, ensure we are aligned to industry standards and adopting best practice. We're looking to work alongside someone who will help guide us in seizing opportunities as they arise and assist in driving our business applications workstream through to completion.

The first phase of our business systems replacement programme will include the following areas:

- Assets
- Housing
- Responsive Maintenance
- CRM
- Case management
- Agile/Mobile working
- Workflow
- Finance
- Work scheduling

It is anticipated that we will award a call-off Contract for up to 48 months in total (initial 24 months with an option to extend up to a further 24 months (in 12-month periods)). However, Tai Tarian reserves the right to carry out a mini-competition with all Providers under this Lot at the time of any extension period.

Further information on the services to be provided and what Tai Tarian expects consultants to bring to the role can be found in the ITT.

II.2.5) Award criteria

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

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This contract is subject to renewal

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Description of renewals

The Framework Agreement shall operate for a period of 4 years. However, Tai Tarian reserves the right to award call-off Contracts that exceed the expiry of the Framework by

no greater than 2 years.

II.2.10) Information about variants

Variants will be accepted: Yes

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

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

The Provider will be responsible for providing an update against Key Performance Indicators (KPIs) as agreed by both parties post tender award, in monthly summary sheets. The KPIs will be monitored by Tai Tarian during monthly, or quarterly progress meetings. Tai Tarian reserves the right to terminate any call-off Contract by written notice to the Provider if the Provider (in the sole opinion of the Tai Tarian) persistently, or regularly, fails without remedy, over a period of 3 months, to meet the target threshold of 'Good' for each, or any Key Performance Indicator.

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

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 6

In the case of framework agreements, provide justification for any duration exceeding 4 years:

The Framework Agreement shall operate for a period of 4 years. However, Tai Tarian reserves the right to award call-off Contracts that exceed the expiry of the Framework by no greater than 2 years.

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 000-025188](#)

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

Date

9 December 2024

Local time

9:00am

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: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

9 December 2024

Local time

9:00am

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.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=145741.

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.sell2wales.gov.wales/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.

Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority's economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

It's Tai Tarian's intention that the delivery of the Framework Agreement assists in the achievement of their commitment towards community benefits as outlined in Tai Tarian's Community Benefits Policy.

It is the approach of Tai Tarian to maximise local reinvestment through the creation of jobs and training and through supporting the local supply chain. This approach is defined by:

1. Think Neath Port Talbot
2. Think Swansea Bay City Region Deal Area (Neath Port Talbot, Swansea,

Carmarthenshire, Pembrokeshire)

3. Think Wales

It is a contract condition that the Provider delivers community benefits as part of this Framework Agreement.

Tenderers must not outline the community benefit's they are currently delivering for existing Clients.

Tenderers must outline what they propose to offer for Tai Tarian if awarded the Framework Agreement by completing Appendix 2 - Community Benefits Obligations.

For further information on how community benefits will be evaluated, please refer to 16. The Process – Tender Award Stage.

Delivery of community benefits through all spend is aligned with the Well-being of Future Generations Act Wales and delivers against its goals.

(WA Ref:145741)

The buyer considers that this contract is suitable for consortia.

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom