

**United Kingdom-Stafford: Software package and information systems**

OJ S 128/2016 06/07/2016

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Stafford and Rural Homes

Postal address: The Rurals, 1 Parker Court, Staffordshire Technology Park, Beaconside

Town: Stafford

NUTS code: UKG24 Staffordshire CC

Postal code: ST18 0WP

Country: United Kingdom

Contact person: Andrew Beeston and Jon Drummond

E-mail: [andrew.beeston@sarh.co.uk](mailto:andrew.beeston@sarh.co.uk)

Telephone: +44 1785216708

**Internet address(es):**Main address: <http://www.sarh.co.uk>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.delta-esourcing.com/delta/buyers/select/editTenderBox.html?id=208373237>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.delta-esourcing.com/respond/982ACR48US>

Tenders or requests to participate must be submitted to the abovementioned address

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

Body governed by public law

**I.5. Main activity**

Housing and community amenities

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

SARH EDM and / or Mobile Working Procurement.

**II.1.2. Main CPV code**

48000000 Software package and information systems

**II.1.3. Type of contract**

Services

#### **II.1.4. Short description**

Stafford and Rural Homes (SARH) is the largest social landlord in Stafford. Created on 6.2.2006 to own and manage the former council housing stock owned by Stafford Borough Council (SBC), we own and manage over 6 000 homes across Stafford and the surrounding area. We also deliver a number of local Independent Living schemes and around 190 staff. SARH are looking for a Mobile Working and Document Management System (DMS) solution which will transform the way the organisation currently works. The scope of this procurement is the provision and implementation of a mobile working and / or electronic document management system.

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

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

This contract is divided into lots: yes

Tenders may be submitted for one lot only

Maximum number of lots that may be awarded to one tenderer: 1

### **II.2. Description**

#### **II.2.1. Title**

The provision and implementation of a mobile working solution

Lot No: 1

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

48000000 Software package and information systems

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

NUTS code: UKG24 Staffordshire CC

Main site or place of performance: Staffordshire CC.

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

The vision for the project is to:

-Offer our customers and partners improved communication, efficiency and flexibility, improving the customer experience.

-Provide a one stop shop for all customer contacts, with information available to all front facing staff.

-Allow staff to answer any reasonable enquires from the customer without having to refer them to someone else.

-To provide employees with the ability to work independently off site away from the office base. Giving access in real time to all information relating to property and customers, allowing them to create requests, complete tasks and update records, identify and solve issues with customers and leaving each visit having fulfilled all the customers' (and SARH's) requirements. Working directly off site, to increase staff productivity and providing more value to each visit or customer contact.

1.1.1The Mobile Solution will be used across the business to collect information electronically and then, based on either defined workflow rules or direct interfacing / integration, process the information collected efficiently, either to staff for approval or into the current business systems.

1.1.2To ensure staff have a full 360 view of customers when working remotely or when they are in office, the mobile working solution must be fully integrated with SARH's current business systems.

1.1.3 When staff are using the Mobile Working Solution it must provide secure offline working capabilities if the device has no connection to Wi-Fi or a Mobile Data network with automatic uploads once reconnected.

**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**

**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:

Option for 2 x 2 year renewals at contract expiry.

**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

**II.2.14. Additional information**

**II.2. Description**

**II.2.1. Title**

Provision and implementation of an electronic document management system

Lot No: 2

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

48000000 Software package and information systems

**II.2.3. Place of performance**

NUTS code: UKG24 Staffordshire CC

Main site or place of performance: Staffordshire CC.

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

1.1.1 The vision for the project is to ensure documents are unique, organised, secure, accessible and electronic where possible. In order to achieve this, the project has the following objectives:

-No document duplication.

-Comply with legal and regulatory requirements to only retain documents needed.

-Make documents accessible remotely.

-Documents are secure, backed up and accessed by only those authorised

-Documents electronic wherever possible

1.1.2 The proposed DMS solution must be fully integrated with the proposed Mobile Working Solution so that users of the system can easily retrieve information, create new documents, store photos and videos taken on the device in the system.

1.1.3The proposed DMS must enable SARH to work more efficiently when handling both physical and electronically received documents. Physical documents need to be scanned into the system so that all the information can be fully searchable.

1.1.4The proposed DMS solution should be integrated with Microsoft Office (including Office 365) and Office 365 Microsoft Outlook to provide easy filing and retrieval of documents, presentations, spreadsheets, emails, photos, videos, etc.

1.1.5The appointed supplier will be fully responsible for delivering the end to end solution and ensure all relevant data held in current business systems is transferred into the DMS, e.g. the current repository of electronic information (The P Drive) and manual files currently held in filing cabinets.

#### **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**

#### **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:

Option for 2 x 2 year renewals at contract expiry.

#### **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

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

### **II.2. Description**

#### **II.2.1. Title**

Provision and implementation of a mobile working solution and electronic document management system

Lot No: 3

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

48000000 Software package and information systems

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

NUTS code: UKG24 Staffordshire CC

Main site or place of performance: Staffordshire CC.

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

Mobile Working

The vision for the project is to:

-Offer our customers and partners improved communication, efficiency and flexibility, improving the customer experience.

-Provide a one stop shop for all customer contacts, with information available to all front facing staff.

-Allow staff to answer any reasonable enquires from the customer without having to refer them to someone else.

-To provide employees with the ability to work independently off site away from the office base. Giving access in real time to all information relating to property and customers, allowing them to create requests, complete tasks and update records, identify and solve issues with customers and leaving each visit having fulfilled all the customers' (and SARH's) requirements. Working directly off site, to increase staff productivity and providing more value to each visit or customer contact.

1.1.1 The Mobile Solution will be used across the business to collect information electronically and then, based on either defined workflow rules or direct interfacing / integration, process the information collected efficiently, either to staff for approval or into the current business systems.

1.1.2 To ensure staff have a full 360 view of customers when working remotely or when they are in office, the mobile working solution must be fully integrated with SARH's current business systems.

1.1.3 When staff are using the Mobile Working Solution it must provide secure offline working capabilities if the device has no connection to Wi-Fi or a Mobile Data network with automatic uploads once reconnected.

#### Document Management System

1.1.4 The vision for the project is to ensure documents are unique, organised, secure, accessible and electronic where possible. In order to achieve this, the project has the following objectives:

-No document duplication.

-Comply with legal and regulatory requirements to only retain documents needed.

-Make documents accessible remotely.

-Documents are secure, backed up and accessed by only those authorised

-Documents electronic wherever possible

1.1.5 The proposed DMS solution must be fully integrated with the proposed Mobile Working Solution so that users of the system can easily retrieve information, create new documents, store photos and videos taken on the device in the system.

1.1.6 The proposed DMS must enable SARH to work more efficiently when handling both physical and electronically received documents. Physical documents need to be scanned into the system so that all the information can be fully searchable.

1.1.7 The proposed DMS solution should be integrated with Microsoft Office (including Office 365) and Office 365 Microsoft Outlook to provide easy filing and retrieval of documents, presentations, spreadsheets, emails, photos, videos, etc.

1.1.8 The appointed supplier will be fully responsible for delivering the end to end solution and ensure all relevant data held in current business systems is transferred into the DMS, e.g. the current repository of electronic information (The P Drive) and manual files currently held in filing cabinets.

#### **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**

#### **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:

2 \* 2 Years.

**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

**II.2.14. Additional information**

**Section III: Legal, economic, financial and technical information**

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**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

**Section IV: Procedure**

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**IV.1. Description**

**IV.1.1. Type of procedure**

Open procedure

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

**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: 05/09/2016 Local time: 09:00

**IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

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

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

Date: 06/09/2016 Local time: 09:00

Place:

SARH's office in Stafford.

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: no

### VI.3. Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Stafford:-Software-package-and-information-systems./982ACR48US>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/982ACR48US>

GO Reference: GO-201671-PRO-8434057.

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Stafford and Rural Homes

Postal address: The Rurals, 1 Parker Court, Staffordshire Technology Park, Beaconside

Town: Stafford

Postal code: ST18 0WP

Country: United Kingdom

Telephone: +44 1785216685

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

Official name: Stafford and Rural Homes

Postal address: The Rurals, 1 Parker Court, Staffordshire Technology Park, Beaconside

Town: Stafford

Postal code: ST18 0WP

Country: United Kingdom

Telephone: +44 1785216685

### VI.5. Date of dispatch of this notice

01/07/2016