

United Kingdom-London: Industry specific software package
OJ S 124/2017 01/07/2017
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Metropolitan Housing Trust Ltd
National registration number: IPI6637R
Postal address: The Grange, 100 High Street, Southgate
Town: London
NUTS code: UK United Kingdom
Postal code: N14 6PW
Country: United Kingdom
Contact person: Procurement
E-mail: Tenders@Metropolitan.org.uk
Internet address(es):
Main address: <http://www.metropolitan.org.uk>
Address of the buyer profile: <https://www.delta-esourcing.com>

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

Contract for the Provision of a Service Charges Application.

II.1.2. Main CPV code

48100000 Industry specific software package

II.1.3. Type of contract

Services

II.1.4. Short description

Metropolitan Housing Trust provides for the housing needs of 38 000 residents across London, the Midlands and East Anglia. 10 000 of these are leaseholders with the balance being general needs and / or supported. Metropolitan has identified a requirement for a Service Charges system to significantly improve our management of service charges across all areas of the Organisation. We need to move to a position where we can accurately monitor our service charge income and expenditure against our Estates/Blocks in order to manage budgeting, charge calculation and reconciliation in a systemic and transparent way.

The high level functionality of the proposed Service Charges System software is outlined below:

- Produce Service Charge Budgets;
- Produce Resident Service Charges;
- Send Service Charge Statements;
- Reconcile Service Charges;
- Send Service Charge Account Statements;
- Manage Service Charge Queries and Review Service Charge Budgets/Expenditure.
- Set and Manage Service Charge Rules.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 216 550,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

48800000 Information systems and servers, 48900000 Miscellaneous software package and computer systems, 48600000 Database and operating software package, 72200000 Software programming and consultancy services

II.2.3. Place of performance

NUTS code: UK United Kingdom

Main site or place of performance: Metropolitan Housing Trust, has 3 main regions of operations. They are: — London; — East Midlands; — Cambridgeshire.

II.2.4. Description of the procurement

Metropolitan Housing Trust provides for the housing needs of 38 000 residents across London, the Midlands and East Anglia. 10 000 of these are leaseholders with the balance being general needs and / or supported. Metropolitan has identified a requirement for a Service Charges system to significantly improve our management of service charges across all areas of the Organisation. We need to move to a position where we can accurately monitor our service charge income and expenditure against our Estates/Blocks in order to manage budgeting, charge calculation and reconciliation in a systemic and transparent way.

Currently service expenditure data is held in Oracle E-Business, the Property / Charge data is held in the Northgate Housing Management System and spreadsheets are used to pull the data together to manage the budget and charge setting. The management of this process using spreadsheets is inefficient and not transparent resulting in information not being accessible to staff to in order to resolve queries with budgets and/or charges.

The high level functionality of the proposed Service Charges System software is outlined below:

- Produce Service Charge Budgets;
- Produce Resident Service Charges;
- Send Service Charge Statements;
- Reconcile Service Charges;
- Send Service Charge Account Statements;
- Manage Service Charge Queries and Review Service Charge Budgets/Expenditure;
- Set and Manage Service Charge Rules/Data.

To manage these functions the solution required will need to interface with:

- Oracle E-Business (Current Version Oracle R12);

— Northgate Housing Management System (SID).

The solution should be commercially available off-the-shelf and the customisable for the needs of Metropolitan Housing Trust. The bidders will need to demonstrate a history of providing solutions to similar market position and sized organisations.

II.2.5. Award criteria

Quality criterion - Name: Functional requirements / Weighting: 64

Quality criterion - Name: User access / Weighting: 3.2

Quality criterion - Name: Hosting, licensing and environments, data transfer and system availability / Weighting: 3.2

Quality criterion - Name: Security and data protection / Weighting: 2.4

Quality criterion - Name: Implementation and training / Weighting: 3.2

Quality criterion - Name: Product support, product maintenance, product upgrades and change management / Weighting: 3.2

Quality criterion - Name: Exit management / Weighting: 0.8

Price - Weighting: 20

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 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

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 in the OJ S: [2017/S 053-098082](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Title:

Contract for the Provision of a Service Charges Application

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

27/06/2017

V.2.2. Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Castleton Technology Plc

National registration number: 3336134

Postal address: 100 Fetter Lane

Town: London

NUTS code: UK United Kingdom

Postal code: EC4A 1BN

Country: United Kingdom

E-mail: Hari.Singh@castletonplc.com

Telephone: +44 8452410220

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 200 000,00 GBP

Total value of the contract/lot: 216 550,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Royal Courts of Justice

Postal address: The Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

VI.5. Date of dispatch of this notice

29/06/2017