

**United Kingdom-Norwich: Information systems**  
**OJ S 184/2019 24/09/2019**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Flagship Housing Group  
Postal address: 31 King Street  
Town: Norwich  
NUTS code: UKH1 East Anglia  
Postal code: NR1 1PD  
Country: United Kingdom  
E-mail: [procurement@flagship-group.co.uk](mailto:procurement@flagship-group.co.uk)  
Telephone: +44 8081684555  
**Internet address(es):**  
Main address: <https://www.flagship-group.co.uk/>

**I.1. Name and addresses**

Official name: Victory Housing Trust  
National registration number: 5275586  
Postal address: 31 King Street  
Town: Norwich  
NUTS code: UKH1 East Anglia  
Postal code: NR1 1PD  
Country: United Kingdom  
Contact person: Liga Matroze  
E-mail: [procurement@flagship-group.co.uk](mailto:procurement@flagship-group.co.uk)  
Telephone: +44 8081684555  
**Internet address(es):**  
Main address: <https://www.victoryhousing.co.uk/>  
Address of the buyer profile: <https://www.victoryhousing.co.uk/>

**I.1. Name and addresses**

Official name: RFT Repairs Ltd  
National registration number: 08341166  
Postal address: 31 King Street  
Town: Norwich  
NUTS code: UKH1 East Anglia  
Postal code: NR1 1PD  
Country: United Kingdom  
Contact person: Liga Matroze  
E-mail: [procurement@flagship-group.co.uk](mailto:procurement@flagship-group.co.uk)  
Telephone: +44 8081684555  
**Internet address(es):**

Main address: <https://www.rft-services.co.uk/>

Address of the buyer profile: <https://www.rft-services.co.uk/>

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

Official name: Gasway Services Ltd

National registration number: 04158628

Postal address: 31 King Street

Town: Norwich

NUTS code: UKH1 East Anglia

Postal code: NR1 1RE

Country: United Kingdom

Contact person: Liga Matroze

E-mail: [procurement@flagship-group.co.uk](mailto:procurement@flagship-group.co.uk)

Telephone: +44 8081684555

#### **Internet address(es):**

Main address: <https://www.gasway.co.uk/>

Address of the buyer profile: <https://www.gasway.co.uk/>

### **I.2. Information about joint procurement**

The contract involves joint procurement

### **I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.delta-esourcing.com/tenders/UK-UK-Norwich:-Information-systems./6P6M4CYGEH>

Additional information can be obtained from the abovementioned address

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**

HR, Payroll and Learning Management Systems

#### **II.1.2. Main CPV code**

48810000 Information systems

#### **II.1.3. Type of contract**

Services

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

Flagship Group invites you to submit tender for the supply of HR and payroll and learning management systems The procurement is split in 2 lots – Lot 1 HR and payroll system and Lot 2 learning 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 all lots

Maximum number of lots that may be awarded to one tenderer: 2 The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lot 1 and Lot 2. Each lot will be evaluated separately, however Flagship Group reserves the right to combine the lots to award it to one supplier if that offers better value for money. This will be assessed based on the individual lot results for the top bidders and compared with score when combining the lots based on the same criteria of 50 % quality and 50 % total lifecycle cost.

## **II.2. Description**

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

Lot 1: HR and Payroll System

Lot No: 1

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

79211110 Payroll management services

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

NUTS code: UKH1 East Anglia

Main site or place of performance: East Anglia.

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

Flagship Group requires a full HR and payroll management system that can be fully integrated with Flagship Group's other systems, most notably any learning management system and operational system (Orbis) to meet all needs for administration, documentation, absence tracking, reporting and delivery of a proactive and efficient HR service. It must meet all legislative, administration, documentation, audit, and reporting needs required to manage payroll and HR functions.

Flagship Group currently consists of 4 registered companies – Flagship Housing Group Ltd, RFT Services Ltd, Gasway Services Ltd, and Victory Housing Trust. Each company has its own registered payroll and needs to be detailed as an entity within the structure, but with flexibility for employees to transfer between companies without being processed as leavers and losing historical data

It is paramount that we deliver accurate calculations of pay entitlement, including deductions, both voluntary and legislative.

The system should support minimal manual intervention and be able to recognise multiple contract types which include sick pay entitlement variations and average holiday pay calculations, ensuring TUPE protected terms. It must support 1 000+ employees records and history whilst supporting self-service users with ease. It is essential that the system has a potential to grow in scope at a fast pace, in both multiple companies and increased headcount as required by Flagship Group.

A visually appealing dashboard that ensures ease of use is desirable with fast links to elements and calculation fields.

The HR and payroll Management system must be compliant with the required laws and regulations including GDPR and adhere with industry best practice security standards as required to be classed as a Payroll system and the supplier must be well informed about legislative changes in the HR and payroll fields, always developing the payroll system to meet these requirements as they occur. The updates must be provided in a timely manner to ensure payroll processes are completed in line with the required laws and regulations. All legislative

changes must be included in the annual licence cost and not be incurred as an additional cost. Any system that is provided must be compliant with all relevant legislation.

The system must enable a fully integrated and automated service including relevant access for the HR Team, line management and employees. The system must be accessible from android and IOS devices whilst mobile. The current number of employees is 1045.

The system must include relevant data and document capture, absence management, flexible and detailed reporting, payroll administration, fully functional and fast workflow management, ability to log and or manage case management, ability to action bulk changes and ability to manage recruitment campaigns.

To access and respond to Lot 1 — HR and payroll system, please click here:

<https://www.delta-esourcing.com/respond/6P6M4CYGEH>

If Bidders experience any technical difficulties from accessing the above url, they are required to contact the Delta eSourcing Helpdesk on call 0845 270 7050 or email [helpdesk@delta-esourcing.com](mailto:helpdesk@delta-esourcing.com).

#### **II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Quality / Weighting: 50

Cost criterion - Name: Total lifecycle costs / Weighting: 50

#### **II.2.6. Estimated value**

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

4 further renewals of 2 years each at Flagship Group's discretion.

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

To respond to this opportunity, please click here: <https://www.delta-esourcing.com/respond/6P6M4CYGEH>

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

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

Lot 2: Learning Management System

Lot No: 2

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

80420000 E-learning services

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

NUTS code: UKH1 East Anglia  
Main site or place of performance: East Anglia.

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

Flagship Group requires a full learning management system that can be fully integrated with Flagship Group's systems to meet all needs for administration, documentation, tracking, reporting and delivery of learning and development programmes through e-learning and organisation of classroom delivery face to face methods to support a blended approach. The system should enable online learning delivery and facilitate courses via instructor classroom and virtual classroom delivery and must be easy to use and have a simple interface. It should inspire engagement, development and personal responsibility throughout the employee learning journey.

Any system that is provided must be compliant with all relevant legislation including GDPR and adhere with industry best practice security standards.

Flagship Group currently does not have a learning management system and the contract approval for this system is dependent on Flagship Group operational board's decision on whether to allocate the funds for the system.

To access and respond to Lot 2 – LMS, please click here:

<https://www.delta-esourcing.com/respond/7G8E4X49F2>

If Bidders experience any technical difficulties from accessing the above url, they are required to contact the Delta eSourcing Helpdesk on call 0845 270 7050 or email [helpdesk@delta-esourcing.com](mailto:helpdesk@delta-esourcing.com)

#### **II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Quality / Weighting: 50

Cost criterion - Name: Total lifecycle costs / Weighting: 50

#### **II.2.6. Estimated value**

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

4 further renewals of 2 years each at Flagship Group's discretion.

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

To respond to this opportunity, please click here: <https://www.delta-esourcing.com/respond/7G8E4X49F2>

If you experience any technical difficulties from accessing the above url, then please contact the Delta eSourcing Helpdesk on call 0845 270 7050 or email [helpdesk@delta-esourcing.com](mailto:helpdesk@delta-esourcing.com)

### **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: no

### **IV.2. Administrative information**

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

Date: 29/10/2019 Local time: 14:00

#### **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**

Tender must be valid until: 01/04/2020

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

Date: 29/10/2019 Local time: 14:00

## **Section VI: Complementary information**

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

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

2-10 years from the contract start date.

### **VI.2. Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

### **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-Norwich:-Information-systems./6P6M4CYGEH>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/6P6M4CYGEH>

GO Reference: GO-2019919-PRO-15384622

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

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

Official name: Flagship Housing Group

Postal address: 31 King Street

Town: Norwich

Postal code: NR1 1PD

Country: United Kingdom

E-mail: [procurement@flagship-group.co.uk](mailto:procurement@flagship-group.co.uk)

Telephone: +44 8081684555

Internet address: <https://www.flagship-group.co.uk/>

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

19/09/2019