

**Request for Information**

Stonewater Limited

Intelligent Automation

July 2021

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# **1 Introduction**

* 1. **Stonewater**

Our significant and progressive house-building programme aims to build a minimum of 1,500 new homes a year from 2022/23 and we have a good pipeline of development to achieve this, driven by our vision of everyone having the opportunity to have a place that they can call home. We plough our surplus into building new homes, improving our existing housing stock and investing in customer services.

We are also the largest management partner for Legal & General Affordable Homes, supporting the organisation in delivering its ambitious development plan of building 3,000 homes by 2022, by leading on Legal & General's housing operations across England.

We recognise that the way we work matters too. We are committed to providing homes that are energy efficient and are working towards Government's targets for carbon neutrality. Our Environment Strategy helps us minimise the resources we use as an organisation and manage our impact on the environment.

Our talented 800+ employees embody our values – being ambitious, passionate, agile, commercial and ethical. For the second consecutive year we achieved a ‘One Star’ rating in the 2020 Best Companies Top 100 best not-for-profit organisations to work for and made the list for the top 25 best housing sector organisations to work for in the UK.

With an annual turnover of around £191 million and £1.8 billion in assets, Stonewater is a strong, dynamic and well-managed social business, with a long-term rating of A+ by independent credit ratings agency, S&P Global Ratings and a top G1/V1 governance and viability ranking from the Regulator of Social Housing.

* 1. **Background to the Requirement**

Stonewater want to implement a programme of Intelligent Automation (IA) leading to the use of Artificial Intelligence technology to build and manage a digital workforce.

We are looking for an automation partner to work with us for 12 months to automate 6 candidate processes and alongside this, to train and develop Stonewater colleagues.

The 6 processes offer opportunities for use of Artificial Intelligence (A.I). We want our partner to identify and maximise these opportunities, including the utilisation of machine learning, to pro-actively maximize productivity and perfect execution in order to deliver optimum ROI while meeting business priorities.

The shared delivery model will mean IA knowledge is transferred from the supplier to Stonewater to ensure the long-term sustainability of the automated processes and to assist Stonewater in building its own centre of excellence for automation.

* 1. **Clarifications**

If you have any clarification regarding the contents of this document, please contact Sarah.Newton@stonewater.org

# **2 Current Position**

2.1 Stonewater’s first automation was launched in October 2020, automating a process within the Asset Data Team, involving the inputting of asset attribute data into the housing management system.

2.2 This first 'digital worker’ automates the process for managing validation errors by scanning more than 130 data fields per asset and alerting errors back to developers without the need for human interaction. By automating this process more than 800hours of resource is to be released each year back to the business as well as realising other financial, quality and time saving benefits.

2.3 This first process has run as a Proof of Value (PoV) to determine its effectiveness and suitability alongside a business-wide discovery programme, to identify suitable processes for further automation.

2.4 We have been working with an automation partner in deploying the PoV and identifying the candidate processes for future automation. The PoV has been built ‘on premise’ and using the Blue Prism platform.

2.5 In total 61 candidate processes have been identified, with 6 of these being prioritised for year one. These processes have been selected based on the following criteria:

* Provides at least 700 hours in staff time back to the business
* A process that is currently done by the team or will provide a clear benefit to Stonewater in terms of improving quality, providing a cost saving, releasing resources, avoiding costs and ensuring the CSAT target of 83% is met.
* Taking into account opportunities from new business cases that have been approved

**2.6 We are now looking for a partner to build and deploy automation for the 6 processes, help us realise A.I opportunities from these 6 and support us in the establishment of a centre of excellence.**

# **3 Requirements**

* 1. **Automation of candidate processes**
		1. Stonewater require the following 6 processes to be automated. See appendix 1 for further detail on customer journeys.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Ref.** | **Process** | **Summary** | **Potential improvement to Customer Expereince** | **FTE potential gain** |
| 1 | Sole to joint | Processing a request from a customer to change their tenancy from a sole tenancy to a joint tenancy. | could be up to 15 days quicker | 1 |
| 2 | Notice processing | Dealing with a request from a customer to leave their property. | 15 days | 0.6 |
| 3 | Info Gathering (boundaries) | Collating information to support a request from a customer relating to a boundary issue. | 8 days | 2.3 |
| 4 | Starter Tenancy Reviews | Stonewater colleague reviews new tenancies and contacts customer to extend.  | 0 days | 1.9 |
| 5 | Direct Debit Amendments | Annual process to update DDs in line with changes in charges.  | 0 days | 0.9 |
| 6 | Council Tax | Review of bills/payments received from councils and authorities. | 0 days | TBC |

* 1. ***Deliver IA opportunities from automation***
		1. We want to use Artificial Intelligence technology to build and manage a digital workforce. We require A.I opportunities to be identified and realised from the automation of the 6 processes. For example, natural language processing and machine learning.
	2. ***Establish a Stonewater I.A centre of excellence***
		1. Stonewater already have a live virtual worker (bot) within our Asset Data Team. We are committed to scaling up IA & RPA across the organisation. We are very conscious that to meet that aim we need to embed both culturally and academically across several directorates. The project therefore requires a collaborative approach between the chosen supplier and internal resources whereby the outcome is to establish an IA centre of excellence, initially within the IT team. A success factor will be that a multi-disciplinary team will be able to take forward the next phase with minimal or no support from an external supplier.

# **4 Replying to the Request for Information**

* 1. **Introduction**

Suppliers are asked to complete sections 4.2, 4.3, 4.4, 4.5

* 1. **Requirements Review**

Please provide a response against each point in the table below as outlined within section 3, confirming whether you;

- Fully meet requirement

- Partially meet requirement

- Unable to meet requirement

Please provide additional comments to support your response in the third column of the table.

|  |  |  |
| --- | --- | --- |
| **Requirement**  | **Response** | **Additional Comments (max 250words)** |
| 3.1. Automation of candidate processes |  |  |
| 3.2Deliver IA opportunities from automation |  |  |
| 3.3Establish a Stonewater I.A centre of excellence |  |  |

* 1. **Indicative Costs**

Using the information supplied about Stonewater’s requirement, suppliers are asked to provide potential contract costs. Costs provided are only indicative and will not be assessed as part of any future tender.

|  |  |  |  |
| --- | --- | --- | --- |
| **Costs** | **Year 1** | **Year 2** | **Year 3** |
| Professional services |  |  |  |
| Annual support |   |   |   |
| Building IA centre of excellence |  |  |  |
| License costs |  |  |  |
| Other costs |  |  |  |

* 1. **Indicative Timescales**

Interested parties are required to provide a delivery schedule including supplier resource and skills and what resources and skills the supplier would expect from Stonewater for the delivery of Stonewater’s requirement based on the information provided in this document.

|  |
| --- |
| **Response (max 250 words)** |
|  |

* 1. **References**

Interested parties are required to provide three examples from within the past 2 years of projects delivered that match Stonewater’s requirements.

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer Name** | **Contact Name and Email Address** | **Date Project went live** | **Summary of the project/Requirement** |
|  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer Name** | **Contact Name and Email Address** | **Date Project went live** | **Summary of the project/Requirement** |
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