

**Request for Information**

Stonewater Limited

Implementing a Digital Adoption Platform

December 2021

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# **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 currently has multiple systems and platforms that our colleagues use on a daily basis to perform their roles. These systems are varied and some have a high degree of complexity. At present the only systems training that we provide is relatively ad hoc through our LMS, peer-to-peer learning and a variety of ad hoc workshops delivered by subject matter experts.

A recent digital skills survey identified which areas we need to focus on in terms of capability and confidence. We feel a digital adoption platform will provide us with the necessary tools to deliver learning in the flow of work without the need to take people away from their work. We know that 70% of learning should be delivered as close to the role activities as possible and recognise that workshop and user guides do not meet the needs of many of our users.

* 1. **Clarifications**

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

# **Current Position**

We have a main Housing Management systems as well as a number of other business systems for our Finance operations, Collaboration, Document Management and CRM. We use Microsoft Office programs for most of our other activities e.g. SharePoint, Yammer. Whilst MS provide access to some learning material via Viva Learning we do not have any contractual relationships with any learning providers at present other than our LMS provider. We do not have any bespoke material other than that we have designed and created in house and host on our LMS.

From the data and insight we have, we know our learners like to be able to practice their skills in real-life scenarios as well as have access to an “expert” if they have questions.

Our learners struggle to find the time to attend workshops or engage with user guides to find the relevant sections. Our systems can be complex and involve multiple processes. Many of the processes are not completed frequently so there is a high likelihood that any learning retention following traditional training has dropped off significantly at the point of need.

Our Digital Skills survey found the following key areas of focus:

* Housing management system
* CRM
* Collaboration tools such as MS Teams, SharePoint and Yammer
* Basic digital literacy including MS Office programs and use of IT equipment to work effectively and comfortably

For additional context, we are currently exploring the implementation of an ERP to replace our current infrastructure. The DAP will need to be compatible with our chosen ERP (as yet undetermined) so we would need to understand any restrictions of products on offer. We want to implement the DAP prior to the ERP project so it is established and embedded as a learning tool and can support the ERP rollout and associated training requirements.

# **Requirement**

1. We would like to know what Digital Adoption solutions you have
2. What your pricing model is and what it includes and excludes
3. Does your analytics/insights portal come as standard with your DAP, and if applicable what would be the additional costs for this?
4. How you support any implementation of your solution
5. What systems it will work with and what ones it doesn’t; particularly with reference to potential ERPs
6. Does your DAP work across all browsers/devices and are there any restrictions we should be aware of?
7. Can your DAP be deployed in a Citrix environment?
8. We are keen to use a DAP as a proof of concept for a period of 12months to test how well it meets our needs before a full-scale implementation across all of our systems. Is this something you would be open to?
9. How do you measure the success of your product?
10. Once we have established an acceptable level of capability and confidence across our existing colleague base, we may want to explore options for licencing on an ad hoc and Induction/New Starter learning basis to ensure we continue to achieving maximum value for the business. Would this be feasible in your licencing and pricing model as an option?
11. Is your platform able to integrate (2 ways) with a Totara/Moodle learning management system in order that;
    1. Learning content hosted within the LMS is accessible via the DAP
    2. Learning data can be automatically transferred from DAP to LMS

# **Replying to the Request for Information**

* 1. **Introduction**

Suppliers are asked to complete section 4.2– 4.4

* 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.

|  |  |  |
| --- | --- | --- |
| **Details -** *Insert types of costs, dependent on the project (examples licensing, support, implemention)* | **Costs (ex VAT.)** | **Comments** |
|  |  |  |
| **Total** |  |  |

* 1. **Indicative Timescales**

Interested parties are required to provide a high level estimate for the delivery of Stonewater’s requirement based on the information provided in this document.

* 1. **References**

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

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