

Invitation to Tender

IHC Contractor Software Solution

Issued 17/04/20

V2 ISSUED 07/05/20 – CHANGE TO SECTION 8

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1.0 Introduction to Leeds Federated

Leeds Federated Housing Association (The Association) is a registered social landlord formed in 1974 for the benefit of the community. The Association has a central office in Leeds.

The Association employs approximately 120 staff and provides approximately 4,000 homes in Leeds, Harrogate and Wakefield Districts.

A new In house Contractor (IHC) team is being assembled, which will initially consist of four back office and fourteen mobile operative trade staff. As this new team develops, expansion is expected.

The approximate housing portfolio breakdown is:

3200	general needs properties
210	supported housing properties
260	sheltered properties
210	shared ownership properties
85	non-social properties

Our vision statement describes what the Association is aiming to achieve over the medium to long term:

Building Futures Together

The vision statement reflects our aim to grow through *building* more homes. It is our intention to enable our customers to consider their *future* knowing they have a place they can call home. The Association will work *together* with staff, customers and other stakeholders in making our vision a reality.

The three goals of the Association are as follows:

1. Sustain

We will provide good quality homes that people want to live in and provide value for money services, delivering quality at an affordable cost. We will maintain a healthy business in terms of its finances, expertise and governance.

2. Innovate

We will make the best use of technology to improve the efficiency and effectiveness of services and find ways to work smarter. We will adapt to change in our business and operating environment to remain competitive.

3. Grow

We will expand our delivery of good quality homes and identify new business opportunities to enhance Leeds Federated's viability. We will grow our capacity, skills and influence to support the business.

2.0 Background Information

This document sets out the Association's requirements for the provision of an IHC Contractor Software Solution and provides information about the Association and the key criteria for this contract. Importantly, it also contains the specific requirements that tenderers are to respond to, as well as setting out the evaluation criteria and scoring system that the Association will be using to apply to responses.

This Tender is being advertised on Contracts Finder. All documents are available on this portal. Interested tenderers are advised to 'watch' the notice to receive notifications if the notice is updated.

Any queries should be placed in writing (e.g. email) and directed to Joanne Harrison, Procurement & Contracts Coordinator, email: joanne.harrison@lfha.co.uk. **The latest date for the receipt of queries is 08/05/20 midday.**

A full list of any queries raised by a tenderer during the tender stage will be created and disseminated to all tenderers at the same time (if and when they occur) via an update to the Contracts Finder notice. Interested tenderers are advised to 'watch' the notice to receive notifications if the notice is updated with new queries.

3.0 Timescale

Circulate Invitation to Tender	17/04/2020
Clarification Question close date	12 noon 08/05/2020
Submission of tenders	12 noon 15/05/2020
Evaluation of tenders	15 - 22/05/2020
Demonstration / reference calls	25 - 29/05/2020
Internal Board approvals	05/06/2020
Notice of Award/Appoint contractor/Contractor Sign	By 12/06/2020
Mobilisation	19/06/2020
Contract start date	01/09/2020

Dates are correct at time of publishing the Invitation to Tender. To ensure successful launch of the IHC, tenderers are to note the dates of mobilisation and contract start above. By submitting a tender, tenderers confirm they are able to meet these dates.

4.0 Brief

- 4.1 LFHA are seeking to procure a proven packaged, commercial off the shelf (COTS) software system solution, to manage all aspects of a new IHC. Proposed options must include management of planned and responsive repairs, all health & safety aspects, scheduling, materials management, billing, efficient mobile working for operatives and integration with the Association's current systems.
- 4.2 Through this tendering exercise, for the provision of the IHC solution, the Association would like to appoint a Partner who shall offer throughout the 5 year contract period:
 - Complete supply chain management solution
 - Best Value for money
 - Comprehensive management information
 - Process improvement through innovation

- High customer satisfaction
- Consolidated monthly invoices
- Advice on any legislative requirements related to the contract

4.3 Performance Reviews

The Association will hold annual performance reviews with the Partner. The Partner will send the appropriate personnel including the Account Manager to each review with the Association which shall focus in detail on the service delivered. Review meetings shall be at the intervals and at a venue to be determined by the Association. For the avoidance of doubt, attendance at such meetings will be at no additional cost to the Association.

4.4 Rates

The Association is looking to have in place **Pre-Agreed, Fixed Rates** for all items provided under the agreement for the duration of the contract term. That is to say that the rates may not be increased by the tenderer from year 1 of the agreement through years 2 to 5.

Tenderers are referred to the Form of Tender within this Invitation to Tender to provide details of their prices.

5.0 Evaluation of Tender Submissions

- 5.1 The Association reserves the right to exclude a Tender from evaluation if it does not conform to the tender requirements or does not demonstrate sufficient capability to perform the required work.
- 5.2 Award will be based on the most suitable solution and most economically advantageous tender received, where Price tendered accounts for 40% of the overall score and Quality accounting for 60%.
- 5.3 The scoring mechanism is as follows:

i. Pricing: (40% of the overall score)

This sets out the pricing information required by the Association for evaluation and appointment of the successful Partner(s).

A price score shall be calculated for each tender by reference to the lowest tender, which is given a point's score of 100. One point shall be deducted from each of the other tenders for each percentage point above the lowest in accordance with the following formula:

$$\text{Maximum Available Price Score (100)} \times \frac{\text{Lowest Price received}}{\text{Tenderer's Price}}$$

A maximum price ratio score of 40% shall be given to the lowest price. The price ratio score shall then be calculated for each other tender according to the points achieved as a proportion of 100.

Tenderers shall note that tenders considered to be priced very low shall be scrutinised to ensure that this is not as a result of a failure to understand the requirements of the Contract. The Association shall have the right to disregard any tender that it considers to be abnormally low.

ii. Quality (60% of the overall score)

This section is split into three areas as below:

a. Method Statements – 25%

The responses to the questions should be strictly restricted to the page count identified. Responses will only be evaluated up to the specified page count per question. Text that exceeds the specified page count will be discounted. All tender responses must be submitted as a read-only MS Word document with 'Arial' Font, size 11.

Supporting information may be submitted as appendices, but will not be scored.

Each Tenderer's method statements will be scored in accordance with the guide line table below:

Description	Score Allocated
Excellent – the response demonstrates and fully addresses LFHA's requirements and expectations in the area being evaluated will be delivered in accordance with the Agreement so as to deliver the IHFMS in an excellent way [and that there are no errors, weaknesses or omissions and exceed expectations in some or all aspects]	5

Very good –the response demonstrates how almost all of LFHA’s requirements and expectations in the area being evaluated be will be delivered in accordance with the Agreement so as to deliver the solution very well.	4
Good – the response demonstrates how most of LFHA’s requirements in the area being evaluated will be delivered in accordance with the Agreement so as to provide a good standard of delivery of the solution [but with some minor reservations]	3
Reasonable – the response demonstrates how a significant number of LFHA’s requirements in the area being evaluated will be delivered in accordance with the Agreement so as to provide a reasonable standard of delivery of the solution [but is missing key areas of information and failing to deal with the full scope of the requirement]	2
Poor – the response provides only limited assurance that LFHA’s requirements in the area being evaluated will be delivered in accordance with the Agreement, so as to result in a poor standard of delivery of the solution [and is seriously incomplete and largely not understanding of the requirements]	1
The report – either no evidence is provided or the answer is unacceptable completely fails to demonstrate that any of LFHA’s requirements in the area being evaluated will be delivered in accordance with the Agreement [or otherwise non-existent or there is a failure to address any issue].	0

Maximum Available Method Statement Score (5) x Tenderer’s Total Score out of 5
Highest Score awarded out of 5

b. Technical Specification – 50%

The Technical Specification is contained in Part A and must be completed in full in accordance with the instructions in this ITT and the completion details tab in the worksheet. This document will be used to assess how well the Tenderer’s proposed solution meets our technical requirements.

Each Tenderer’s [completed] Technical Specification response will be scored in accordance with the table below:

Technical Specification Response Scoring	Points Allocated
STD - Standard Functionality, provided within the proposed solution. NB: No comments are required. If any are necessary, response will be regarded as ‘Partial and evaluated accordingly	5
P - Partially supported - the evaluation team will score each ‘P’ response on a scale of 0 to 4 by reference to the Tenderer’s comments in the Solution Specification and by reference to the scoring guide set out below.	0 – 4
Bx - Bespoke and can be supplied for x days additional paid development i.e. B4 would score: $(5/(4+1)) = 1$, reflecting the additional risk of longer bespoke work, perhaps not being delivered on time and being less desirable than standard solution options	Calculated as $(5/(x+1))$

NB: A response of 'B0' can only be accepted where the requirement will be provided by a 'free' bespoke development. All bidders must appraise themselves fully of the size of bespoke requirement through their own clarifications, within the initial tender period. Higher costs at a later date will not be deemed acceptable. Days required must be provided in the costing sheet	
TPS - will be provided by a third party solution - the evaluation team will score each 'TPS' response on a scale of 0 to 5 by reference to the Tenderer's comments in the Solution Specification and by reference to the scoring guide set out below. Costs of the third party solution must be provided in the costing sheet	0 – 5
NS - not supported or available in version or product proposed (or no answer provided)	0

Each 'P' or 'TPS' response will be scored on a scale of 0 to 5 by reference to the following scoring guide:

Description	Points Allocated
Exceptional – the response demonstrates and fully addresses the requirements and expectations. There are no errors, weaknesses or omissions and exceed expectations in some or all aspects	5
Good – the information provided in the response fully meets expectations.	4
Satisfactory – the response is acceptable but with some minor reservations	3
Poor – the response is missing key areas of information and failing to deal with the full scope of the requirement	2
Very Poor – the response is seriously incomplete and largely not understanding of the requirements of the project	1
Unacceptable – evidence is unacceptable or non-existent or there is a failure to address any issue.	0

Maximum Available Technical Score (1380) x Tenderer's Total Score out of 1380
Highest Score awarded out of 1380

c. Presentation Scenarios and Reference Site Visits – 25%

After initial scoring, the top three tenderers will all be required to demonstrate how their proposed solution meets LFHA requirements. This will entail the tenderer attending LFHA offices (or providing a four hour remote demo by WebEx) and demonstrate a number of scenarios in accordance with Appendix B.

LFHA will inform the Tenderer of their allocated days to attend for the presentation.

Tenderers presentations based on provided scenarios will be scored in accordance with the guideline table below:

Description	Score Allocated
Excellent. The presentation demonstrates that clearly and convincingly how all LFHA requirements for the area of functionality being evaluated will be delivered in accordance with the Agreement so as to deliver the solution in an excellent way [and that all functionality demonstrated with	5

no errors or user complications along with additional features which bring added benefit].	
Very good. The presentation demonstrates that clearly and convincingly how all LFHA requirements for the area of functionality being evaluated will be delivered in accordance with the Agreement so as to deliver the solution very well [and that most of the functionality demonstrated with no errors or user complications].	4
Good. The presentation demonstrates how most of LFHA's requirements in the area of functionality being evaluated will be delivered in accordance with the Agreement so as to provide a good standard of delivery of the solution [and that an acceptable amount of functionality is demonstrated with some errors or user complications].	3
Reasonable. The presentation demonstrates how a significant number of LFHA's requirements in the area of functionality being evaluated will be delivered in accordance with the Agreement so as to provide a reasonable standard of delivery of the solution only shows some of the technical specifications required or contains some key errors and user complications.	2
Poor –The presentation provides only limited assurance that LFHA's requirements in the area of functionality being evaluated will be delivered in accordance with the Agreement, so as to result in a poor standard of delivery of the IHFMS [and is seriously incomplete and largely not understanding of the demo or requirements of the solution]	1
Very poor. The presentation provides either no evidence is provided or the answer completely fails to demonstrate that any of LFHA's requirements in the area of functionality being evaluated will be delivered in accordance with the Agreement [and shows none of the elements of the Technical Specification required with errors and user complications].	0

Reference Site Visits

Tenderer will be required to propose a minimum of 3 reference sites for consideration by LFHA. LFHA will visit/contact a minimum of 1 of the sites in order to review the following aspects:

- Implementation in a live environment
- Ease of use in live environment
- Quality of integration in a live environment
- Bidder commitment to long term relationships with customers and continual development of the solution

[Should we require a reference sites to demonstrate the solution as a whole, we reserve the right to either visit a further site in person or to assess this remotely.]

The reference site visits will be carried out after evaluation by LFHA of the Method Statements and Presentation Scenario stages. If following these stages, LFHA [reserves the right not to undertake a reference site visit relating to a Tenderer if it is mathematically impossible for that particular Tenderer to win even if that Tenderer scored full marks in the site reference visits] **OR**, LFHA will contact the Tenderer to enquire as to whether they still wish to proceed with the Reference Site Visit stage.

[Tenderers References Site Visits will be scored in accordance with the guideline table below:

Description	Points Allocated
Excellent. [References provide reassurance to the business that all system requirements can be fulfilled and implemented within a reasonable timeframe.]	5
Good. [References provide reassurance to the business that most if not all system requirements can be met but will require some management to ensure implementation.]	4
Acceptable. [References provide some reassurance but reservations exist with regard to implementation of all identified system requirements.]	3
Limited. [References provide minimal reassurance to the business that identified system requirements can be delivered.]	2
Very poor. Very limited assurance evidenced]	1
Deficient. [References provide no reassurance to the business that the solution can be delivered.]	0

Aggregated scores from demonstrations and reference site visits, will be used to moderate the initial quality score down, reflecting deficiencies observed.

$$\text{Maximum Available Demo/Reference Score (5)} \times \frac{\text{Tenderer's Total Score out of 5}}{\text{Highest Score awarded out of 5}}$$

d. **Total Quality Score will be calculated as below:**

The adjusted percentage scores for Quality will be added together to give an overall percentage score as below.

$$(\text{Method Statement Score} \times 0.25) + (\text{Technical Score} \times 0.5) + (\text{Demo/Reference Score} \times 0.25) = \text{Total score out of 100}$$

The highest scoring Tenderer for **Quality** will be awarded the full 60% available. The remaining Tenderers will be awarded a percentage score based on the following calculation.

$$\text{Maximum Available Quality Score (100)} \times \frac{\text{Tenderer's Total Score out of 100}}{\text{Highest Score awarded out of 100}}$$

iii. **Combining Price & Quality (Overall Score)**

The adjusted percentage scores for Quality/Price will be added together to give an overall percentage score as below.

$$(\text{Price Score} \times 0.4) + (\text{Quality Score} \times 0.6) = \text{Total score out of 100}$$

6.0 Terms of Appointment

- 6.1 The contract will be awarded on the basis of the most economically advantageous tender, and Tenders will be evaluated on the offer price and on the Tenderer's experience and capability.
- 6.2 Appointment will be on the basis of a 3 + 1 + 1. Where there is a conflict between the Terms & Conditions provided and this tender / the Tenderer's response, the ITT and response will take precedence.
- 6.3 The Association reserves the right to award a contract for all or any part of the work specified in this invitation to tender, or not to award a contract.
- 6.4 The Association may award a task or series of tasks to the awarded Partner, another Partner or retain the task and carry it out itself.
- 6.5 The Association does not guarantee any award of work or any minimum payment to the Partner under this Agreement.
- 6.6 The tenderer acknowledges and agrees that the Association shall have no liability whatsoever (whether under Term Partnering Agreement, statute, tort or otherwise) in respect of any consequential or indirect loss or any actual or expected loss of profit, loss of revenue, loss of goodwill or loss of opportunity in the event that the Association:
 - (i) reduces or reallocates any amount of works awarded to the Partner; or
 - (ii) does not award any work to the Partner under this Agreement.

7.0 Terms and Conditions

- 7.1 The Association reserves the right to award a contract for all or any part of the work specified in this Invitation to Tender, or not to award a contract. The Association also reserves the right to award the contract to more than one Tenderer.
- 7.2 The successful Tenderer will be required to sign and abide by a contractual agreement, and will submit staged invoices and reports in the prescribed format at intervals determined by the Association. Payment terms are 30 days from receipt of invoice with payment by BACS.
- 7.3 Any variations to the fee due to fundamental changes in the nature of the project shall be by negotiation between the parties.
- 7.4 It is expected that the Contractor will maintain the following insurances at Contract award:

Employers Liability Insurance for a sum insured of not less than £5,000,000
Public Liability Insurance for a sum insured of not less than £2,000,000

The Tenderer will supply the Association with full particulars of such insurance to accompany their Tender submission.
- 7.5 Data Protection

(i) The appointed Partner will:-

1. Duly observe their obligations under the Data Protection Act 1998 and associated Regulations to ensure full compliance with the law relating to personal information.
2. In this clause references to Personal Data are to be interpreted as defined in the Data Protection Act 1998 ("DPA") and related case law. The Partner shall comply with all relevant provisions of the DPA and do nothing which causes, or may cause, The Association to be in breach of its obligations under the DPA. In particular, to the extent that the Partner acts as a Data Processor in respect of any Personal Data pursuant to this Agreement, the Partner shall only process such Personal Data as is necessary to enable it to fulfil its obligations under the contract and only in accordance with instructions from the Association. The parties hereby agree that the Association shall be the Data Controller in respect of such Personal Data.
3. From its introduction in May 2018, any reference to the DPA shall also refer to the General Data Protection Regulation (GDPR).

(ii) The Partner shall:

1. Implement technical and organisational measures in place to protect any personal data it is processing on The Association's behalf against any unauthorised or unlawful processing and against any accidental loss, destruction, damage, alteration or disclosure and undertakes to maintain such measures during the course of this Contract. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful Processing, accidental loss, destruction or damage to the Personal Data which is to be protected.
2. Take all reasonable steps to ensure the reliability of its staff having access to any such Personal Data.
3. Monitor and maintain the integrity of all Personal Data in full accordance with the Data Protection Principles.
4. Obtain prior written consent from the Association in order to transfer the Personal Data to any sub-contractors or affiliates to fulfil their obligations under this Contract. This is subject to the confidentiality issues as set out in this document.
5. Ensure that all employees of the Partner who reasonably require access to the Personal Data are informed of the strict confidential nature of the Personal Data; and
6. Ensure that no employees of the Partner publish, disclose, or divulge (whether directly or indirectly) any of the Personal Data to any third party unless directed in writing to do so by The Association.
7. Notify The Association within 5 (five) working days if it receives any complaint, enquiry or request from any person whatsoever relating to The Association's obligations under the DPA.
8. At its sole cost, promptly to provide The Association with full cooperation and assistance in relation to any complaint, enquiry, or request made to the Partner which shall include, but shall not be limited to:
 - (i) Providing to The Association full and complete details of the complaint, enquiry or request;
 - (ii) Complying with a data access request and within the relevant timescales as set out in the Data Protection Legislation and in accordance with The Association's instructions;

- (iii) Providing to the Association any and all Personal Data it is in possession of in relation to tenants/ residents and shall do so within the timescales required by The Association and notified to the Partner; and
 - (iv) Providing to The Association any and all relevant information requested by the Association.
- 9. Upon reasonable notice, allow the Association access to any premises owned or controlled by the Partner to enable the Association to inspect and audit its procedures and shall, upon the Association's request from time to time, prepare a report for the Association in respect of the technical and organisational measures it has in place to protect the Personal Data.
- 10. Warrant that it has submitted, pursuant to section 18(1) of the DPA, a notification to the Information Commissioner (as defined by the FOIA) and shall keep that notification correct, complete and up to date.
- 11. Not transfer any Personal Data (whether in whole or in part) to any country outside of the European Economic Area unless authorised in writing to do so by the Association and, where the Association authorises such transfer, the Partner shall fully comply with:
 - (i) The obligations of the Data Controller under the Eighth Data Protection Principle set out in Schedule 1 of the DPA by the provision of an adequate and appropriate level of protection in respect of any Personal Data which is transferred in accordance with this and;
 - (ii) Any reasonable instructions notified to the Partner by the Association.
- 12. Upon the termination of this Agreement for whatever reason, unless notified otherwise by the Association or required by the law, immediately cease any and all processing of the Personal Data on the Association's behalf, and destroy or provide to the Association with a copy of all such Personal Data on suitable media.
- 13. Upon receipt of any request from the Association to do so, promptly amend, transfer, or delete the Personal Data (whether in whole or in part). Upon deletion of the Association's data, the Partner will not be able to provide any reports or other benefits relating to any deleted data.
- 14. When required to collect any Personal Data on behalf of the Association, ensure that the Partner provides to the Data Subjects, from whom the Personal Data is collected, with a fair processing notice in a form to be agreed by the Partner.
- 15. Comply with all reasonable requests or directions by the Association to enable The Association to verify and / or procure that the Partner is in full compliance with its obligations under this contract.

8.0 Submitting your Tender Proposal

- 8.1 All tenderers are deemed to have made sufficient allowances for all proposed pricing requirements including contingencies where required. Contingencies or other like allowances are to be clearly indicated on the Tender submission.
- 8.2 The tenderer must acquaint and satisfy themselves with all conditions likely to affect the execution of any of the Services.
- 8.3 The Association will not be liable for any expenses incurred by the tenderer in the preparation of its Tender.
- 8.4 Tenderers shall note that generic method statements and those of a general nature which refer to information within company profiles, brochures or other promotional and/or marketing literature will not be acceptable. Respond in a concise manner, keeping to the areas asked.
- 8.5 The tenderer shall complete the Form of Tender in respect of this contract. Please do not amend the format of this form.
- 8.6 The tenderer shall comply with the Non Collusion Statement in respect of this contract and date and sign the Statement accordingly. Please do not amend the format of this form.
- 8.7 **AMENDMENT FOR V2: TENDERERS ARE TO SUBMIT THEIR RESPONSES BY EMAIL, TO tenders@lfha.co.uk to be received before the close date and time.**
- 8.8 **The submission must be password protected, with the password emailed separately to the same address, but not until AFTER the tender close date and time to prevent early access to the tender submissions.**
- 8.9 **Tenderers must ensure that they deliver their tenders on time.**
- 8.10 **Proposals must be received by 12 noon 15/05/20 by email to tenders@lfha.co.uk**
- 8.11 Failure to comply with these requirements may invalidate your tender.

9.0 Supporting Documentation Checklist

- 9.1 Please ensure that you check carefully and include with your response to this Tender:

- ~~I. Use the Return Label – page 23~~
- II. The Form of Tender
- III. Completed Pricing Matrix
- IV. Completed response to specification requirements (embedded as Appendix A)
- V. Response to Quality Questions
- VI. Signed Certificate of Non Collusion
- VII. Your Terms & Conditions
- VIII. Copies of Insurances (Section 7.4)
- IX. Soft copy of the entire tender

10.0 Quality Method Statement Questions

Concise answers to be limited to 4 sides of A4 per question

- 10.1 Management - Tenderers are required to detail the proposed contract management process for the contract. This should include how they plan to manage the project on a day to day basis so as to ensure that any issues are dealt with swiftly and effectively. They should also outline escalation paths within their organisation should any issues become prioritised or become critical

Weighting = 9% Maximum score 5 x 0.09 = 0.45

- 10.2 Proposed Cloud and SaaS specification – Detail platform features that will be provided, including document management for images, where data is physically hosted, ability to achieve 99% uptime, backup/security/replication regimes included. Detail how fast a restore from backup can be achieved. List all recent data breaches, if applicable in the last 3 years. Detail what planned service outages can be expected. Detail any higher specification options that are available. Please note that the proposed solution must be fully cloud based. Non-cloud based solutions will be deemed non-compliant and the tender excluded from further evaluation.

Weighting = 16% Maximum score 5 x 0.16 = 0.8

- 10.3 Provide a summary overview of the proposed solution. Where any additional features or software could be provided, beyond the functional specification supplied, in order to add additional value to LFHA

Weighting = 9% Maximum score 5 x 0.09 = 0.45

- 10.4 Implementation – State your practical timescale to implement. Provide a detailed overview of how LFHA can be assured of a smooth and efficient implementation, proposed process/methodology, together with a detailed (tailored to LFHA) project plan. Confirm that sufficient service days have been included and costed. Outline if a fixed price implementation has been proposed. Detail lessons learned from previous projects. State your current implementation workload and the priority LFHA would expect if bidder were successful

Weighting = 15% Maximum score 5 x 0.15 = 0.75

- 10.5 Training - Tenderers are required to detail their approach to training and knowledge transfer. This will need to include their approach to training and information communication with LFHA including the information and documentation which is available to end users to reduce support calls and how often is this updated?

The training provided for each type of user role and what format is the training available

Any forums or User Groups established, including details of where these are held and how often does the group meet.

Supply samples of training material expected to be provided for all module work packages

Weighting = 12% Maximum score 5 x 0.15 = 0.6

10.6 Support - The Tenderer shall provide details of their proposed approach to support, following Go Live of the solution so as to ensure the smooth running of the system and swift correction of issues. This will include providing details of:

- The help desk / support system and how it is accessed, standard working times, support ticket process and any ITIL v2 standard certification. A call option must be included to account for any connectivity issues to report
- What criteria are used for assigning priority to support calls, and what are the published SLA respond, fix and typical response times, over the last year
- Provide details of the escalation processes for customers to increase the priority of support calls
- Outline the standard account management arrangements, frequency of scheduled visits and usual escalation path of customer service issues.

Weighting = 12% Maximum score 5 x 0.15 = 0.6

10.7 Maintenance - Please give details of your maintenance regime to ensure that products are up to date, error free and minimise the risk of security breach. Confirm what quality standards are in use to control development and reduce possible software release bugs and issues.

- Provide details of regular frequency of penetration tests (if applicable). This will be a mandatory requirement for Cloud hosted and browser delivered solutions. This will enable compliance to the recognised Cyber security Principles (available from <https://www.ncsc.gov.uk/collection/cyber-security-design-principles>)

Weighting = 9% Maximum score 5 x 0.09 = 0.45

10.8 Future Product Roadmap and incorporation of user requests -

- Please give details of your future roadmap for your solution(s) including how you believe the planned upgrades to the system will benefit LFHA in view of our requirements in this tender.
- Outline how user requests and user groups are organised.
- Provide details of the last two years of user group and similar events, with locations and approximate attendee numbers, for housing and finance related streams.

Detail integration options available to LFHA key systems which have been developed using following technologies: Android, Java, SQLite, C#, WebApi, IIS, SQL Server and TSQL, WinForms, HTML, JavaScript, CCS and Console apps.

Weighting = 9% Maximum score 5 x 0.09 = 0.45

10.9 Detail API technologies available; SOAP, JSON, Restful API's, web services etc. Describe ease of integration, with reference to other live clients and any integration layer inherent in the proposed solution.

- Detail any requirements to integrate with LFHA ICT infrastructure, i.e. Active Directory, SMTP gateway, single sign-on etc.

Weighting = 9% Maximum score 5 x 0.09 = 0.45

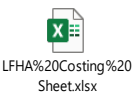
Maximum marks available for Quality = 5

10.10 Included with the tender response you are asked to provide the following items. Please note that these are for information purposes only and will not be scored by the Association.

- (i) Company details: Company Background, services provided and location of base.
- (ii) Dates and details of last audit.
- (iii) Contact details for follow up communication regarding your tender

11.0 Pricing Matrix

Complete the spreadsheet below, for one-off and annual costs. Do not apply VAT or inflation uplifts



12.0 Form of Tender

Leeds Federated Housing Association Ltd
Arthington House
30 Westfield Road
Leeds
LS3 1DE

TENDER FOR: IHC Contractor Solution

I / We understand that:

- (a) This Tender shall be returned in an envelope with the label provided attached to the front so as to reach this office not later than 12 noon 15/05/20.
- (b) The lowest or any Tender will not necessarily be accepted by Leeds Federated Housing Association Ltd, and no allowance or payment will be made for making any Tender.
- (c) We have examined and agree to the Specification, have submitted only one bid and agree to the contract terms.
- (d) We understand that it is our responsibility to ensure that the contract documents have been completed correctly.
- (e) The Tender Price must stand for period of 13 weeks from the date of submission of the Tender.

PRICE

I/We, having read the Conditions of Contract and Specification delivered to me/us and having examined the information referred to therein, do hereby offer to execute and complete in accordance with the Conditions of Contract the whole of the Works described for the sum as identified in the enclosed Pricing Matrix.

I/We agree that should obvious errors in pricing or errors in arithmetic be discovered before acceptance of this offer in the pricing submitted by me/us, these errors will be corrected in accordance with Alternative 1 contained in Section 6 of the 'Code of Procedure for Single Stage Selective Tendering 1989'

Company Name: _____

Employee Name: _____

Signature: _____

Date: _____

Address of Tenderer: _____

Telephone No: _____

Email Address: _____

13.0 Certificate of Non-Collusion

The essence of tendering is that Leeds Federated Housing Association Ltd shall receive bona fide competitive tenders from all organisations tendering. In recognition of this principle, I/we certify that this is a bona fide Tender, intended to be competitive, and that I/we have not fixed or adjusted the amount of the Tender by or under or in accordance with any agreement or arrangement with any other person. I/We also certify that I/we have not done and I/we undertake that I/we will not do at any time before the return date for this Tender any of the following acts:-

1. Communicate to a person other than the person calling for these tenders, the amount, or approximate amount of the proposed Tender;
2. Enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted;
3. Offer or pay or give or agree to pay or give any sum or money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the work any act or things of the sort described above.

In this certificate, the word 'person; includes any persons and any body or association, corporate or unincorporated; and "any agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not.

CONFLICT OF INTEREST STATEMENT

Leeds Federated Housing Association Ltd must ensure that it does not contravene Schedule 1, Part 1 of the Housing Act 1996, i.e. Leeds Federated Housing Association Ltd may not make a payment or grant a benefit to a Committee or Board Member, Officer or Employee of the Client save and except in certain specified circumstances. Leeds Federated Housing Association Ltd therefore requires Tenderers to answer the following questions:

1. Has any Director, Partner or Associate been an employee of Leeds Federated Housing Association Ltd within the last five years?

YES/NO (if yes please give details)

2. Please state if any Director, Partner or Associate has a relative(s) who is an employee of Leeds Federated Housing Association Ltd at a senior level or is a Board, Committee, or Panel Member of the Association.

3. Please state if any Directors, Partners or Associates of your firm have any involvement in other firms who provide or have provided services to Leeds Federated Housing Association Ltd.

YES/NO (if yes please give details)

--

1. Is any Director, Partner or Associate an existing tenant or leaseholder of Leeds Federated Housing Association Ltd?

YES/NO (if yes please give details)

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Note: A relative is defined as a person's spouse, parent, grandparent, child, grandchild (including illegitimate children and grandchildren) brother and sister. Technically the term relative does not include any relationship that is not by blood, marriage, civil partnership or co-habitation; however, if considered close the same criteria should apply

Signature : _____

On Behalf of:
(Full Name of Tenderer) _____

Address (In the case of a Limited Liability Company the registered office):

Date: _____

Tender Return Label

TENDER – DO NOT OPEN

Tender Title: **IHC Software Solution**

Return Date: 15/05/20

Deadline for Return: 12.00 noon

Leeds Fed contact: Joanne Harrison

To: **Joanne Harrison**
Leeds Federated Housing Association
Arthington House
30 Westfield Road
Leeds
LS3 1DE



Deliveries only by Royal Mail

Postbox (as pictured) available 24/7.

Positioned to right of main doors.

This label **MUST** be used to submit your tender

There must be **no other identifying markings** anywhere on the envelope whatsoever

LEEDS FED USE ONLY

Date received:

Time Received:

Initials:

It is Leeds Federated policy not to consider LATE tender submissions

14.0 Appendix A – Specification



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15.0 Appendix B – Demo Scenario



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