

Invitation to Tender

Purchase to Pay (P2P) System

Issued 09 October 2018

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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.

The approximate housing portfolio breakdown is:

3280	general needs properties
270	supported housing properties
260	sheltered properties
255	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 a Purchase to Payment (P2P) system 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: procurement@lfha.co.uk. **The latest date for the receipt of queries is midday on Monday 29th October 2018.**

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.

3.0 Timescale

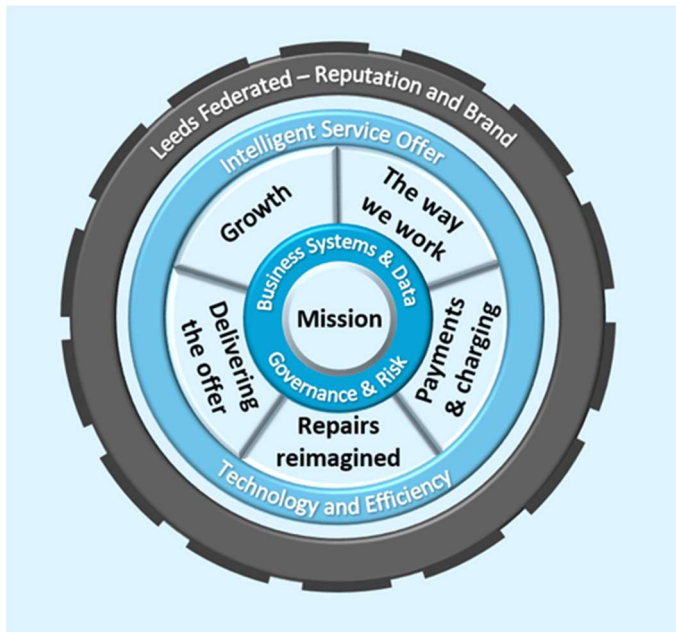
Circulate Invitation to Tender	9 th October 2018
Deadline for submission of clarifications	Midday 29 th October 2018
Submission of tenders	Midday 5 th November 2018
Evaluation of tenders / shortlist for references	5 th November– 13 th November 2018
Notifications to shortlisted Tenderers	By 4pm 14 th November 2018
Internal Board approvals	26 November 2018
Notice of Award	By 3rd December 2018

Dates are correct at time of publishing the Invitation to Tender and may be subject to change

4.0 Brief

- 4.1 Leeds Federated has over recent years invested a lot of time and resources into creating IT Infrastructure and Applications that support users to access and update information wherever and whenever they need to. The Vision 21 programme and delivery of the Digital World work stream builds on these foundations and includes the implementation of a Purchase to Pay solution.
- 4.2 The overall purpose of the Vision 21 programme is to deliver a significant evolution in the way Leeds Federated provides services to its customers. The organisation is well placed to make further improvements in order to deliver even greater value, whilst maintaining quality and customer focus. These improvements will be built on the foundations of a highly engaged staff team, great relationships with customers and stakeholders, and an increasing role for technology and innovation in our business.
- 4.3 To deliver these improvements, a programme of interdependent projects has been developed. This change programme, titled 'Vision 21' will enable the delivery of the objectives set out. The programme is conceived as a wheel, with core fundamentals forming the hub and five specific projects the spokes. Together, these build an 'Intelligent Service Offer' built in

large part on technology and principles efficiency. Surrounding all of this is Leeds Federated's reputation and brand – the tyre with which the organisation grips the road.



- 4.4 Leeds Federated are looking to source standard functionality to sit within its current business systems. We are looking for a system with open APIs or web services that will allow full integration with our applications where the interface is intuitive and automated with little or no user intervention as part of our wider transformation through delivery of our Digital World work stream.
- 4.5 The P2P system is expected to cover the whole process from the creation of a purchase order through to payment of the supplier's invoice. Where possible, the Association would also like the system to include pre-purchase order stages, with Request for Quotation (RFQ) / Invitation to Tender (ITT) capability to then flow into the Purchase Order stage. Many of the applications already in place at Leeds Federated and the new systems developed will need to interface with the P2P product.
- 4.6 There has been significant work in recent years to convert paper records to digital images and to move away from paper based systems. LFHA are looking for a system where document processing into the P2P can be automated wherever possible.
- 4.7 Leeds Federated is looking to replace the Civica W2 PIP system as this is no longer supported and does not have the required functionality to issue purchase orders.

4.8 Existing Applications

Below is list of applications currently in use at Leeds Federated with details around their anticipated relationship with the P2P solution and if integration with the P2P solution is an expected requirement as part of the implementation.

Software Product	Supplier	Notes
Docuware Electronic Document Management System	Doctech	New EDM solution currently being implemented which replaces elements of Civica UHW and provides document storage. If the P2P system has no inbuilt EDM capability then integration with this system will be required
UHT Universal Housing	Civica	Housing Management System – Repairs order information is currently held in the UHT system which has a SQL back end. Skills to interface will be an essential requirement.
Sun Financials	Castle Computer Services Ltd	The P2P system will need to fully interface with SUNSystems v6.3
QA	Castle Computer Services Ltd	Financial reporting solution, there may be a requirement to interface to this for reporting purposes.
RAM Real Asset Management	Real Asset Management Ltd	Component Accounting Solution, no P2P requirements identified at this time.
Brixx	Castleton	Business Planning Software, no P2P requirements identified at this time.
Deeplake	Deeplake Ltd	Used for sending SMS messages via XML interface connected to a mobile network gateway. No P2P requirements identified at this time.
Microsoft Office 2013	Microsoft	Outlook, Word, Excel, PowerPoint, Visio, Project. We would be looking for the P2P solution to be fully integrated with the Microsoft Office suite of products.
SharePoint 2013	Microsoft	Used for all corporate documents and as an intranet. We are currently reviewing this and evaluating options.

Bespoke Software Solutions	Technology	Notes
Android Mobile CRM	Android APK	Includes ability to update certain information and submit referrals to back office system.
Mobile inspections	Android APK	Includes raising repairs and booking repairs appointments. This repairs are sent back to UHT so no P2P requirements identified at this time
Mobile fire testing	Android APK	Manages the fire testing process. No P2P requirements identified at this time.

Arrears actions	SQL, .NET, C#	Suggests actions to take based on set criteria and allows various actions to be done. No P2P requirements identified at this time.
Call manager	SQL, .NET, C#	A mobile phone recharging programme No P2P requirements identified at this time.
Asset Management	SQL, .NET, C#	Manages planned works programme. We would be looking for the P2P solution to be fully integrated with this solution via APIs or similar. Would be looking to work with our current developer to interface with the product.
Asbestos portal	SQL, .NET, C#	Used internally and externally to view asbestos documentation, no P2P requirements identified at this time.
Contractor Portal	SQL, .NET, C#	Used to issue works orders to small contractors No P2P requirements identified at this time.

4.9 Planned Applications

Below is list of planned applications with detail around the functionality expected and the P2P requirements for each planned solution.

Planned Software Developments	Notes
CRM and Communications module	This will be the core system that will serve all communication with tenants, and customers. The use of multiple channels is expected to be utilised with the aim to achieve maximum efficiencies and effect for getting information to and from the customers. Included will be email, SMS texting, letters but prioritising digital methods. Social media and likes of Twitter will be also considered. No P2P requirements identified at this time.
Contacts Database	This will be the main storage for customer details such as contact numbers, emails, communication preferences and opt in/out. Sensitive data fields will be subject to protective marking classification (GDPR compliance supported) and as a result subject to data retention, archiving policies. No P2P requirements identified at this time.
Case Management functionality	To support all required housing and tenancy services such as managing various tasks, dealing with e.g. customer complaints, antisocial behaviour, any follow up activities, logging of requests for visits, general tasks and similar. The range of the requirements will be varied and is expected to be comprehensive enough to enable smooth running and management of the housing services. No P2P requirements identified at this time.
Responsive Repairs module	System enabling Leeds Fed staff to create repair orders with associated appointments. Leeds Fed currently uses schedule of rates (SOR) to identify the repair order detail and cost. Repair orders are sent to various Leeds Fed contractors via interfaces (exchange of XML files) or made available on a secure web portal. We would be looking for the P2P solution to be fully integrated with this solution via APIs or similar.
Arrears and Payment Management	A system that will suggest actions for customers in rental arrears based on defined logic with tracking of payments/missed payments functionality. No P2P requirements identified at this time.
Development Management System	A new system to track, control and manage new development schemes; including costs, funding, cashflow, workflow, key people, documents, property details, sales, correspondence. The system will provide KPIs and financial reporting around Leeds Federated's development activity. This could be an off the shelf solution or a bespoke software development. We would be looking for the P2P solution to be fully integrated with this solution via APIs or similar.

Geographical Information System (GIS)	A mapping tool to support front line service delivery and provide statistical information geographically to inform business planning. No P2P requirements identified at this time.
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4.10 Infrastructure

All the applications detailed above run on an on premise infrastructure that is located at the Association's head office.

- The majority of the existing applications run on a virtual server infrastructure which is Microsoft Hyper-V running on Windows 2008 / Windows 2012 servers. However, we will be migrating to SQL 2016 and Windows server 2016 or higher.
- The desktop infrastructure is a mixture of PCs and Laptops which have a full client install of Windows 10 (small quantity Windows 7) and Microsoft Office 2013. However we will be migrating to office 365 in the near future. Both cloud based and client.
- In addition, staff requiring mobile working have a company provided Android smartphone or Android tablet, for using mobile bespoke applications such mobile CRM, Inspections and fire testing. We also have a small number of Apple iPads and iPhones which run IOS.
- Microsoft Exchange 2013 is used for email, however there are plans to move to Exchange Online.
- We use a combination of Microsoft Edge and Internet Explorer 11 for our corporate browser.
- There is a 100Mbps internet connection.
- There is a Mitel 3300 IP Telephony system.

4.11 Tenderers are committing to meet the critical milestones detailed in the outline implementation plan described in Appendix C.

4.12 Through this tendering exercise, for the provision of P2P software, the Association would like to appoint a Partner who shall offer throughout the 3 year contract period, with an optional extension up to a further 3 years:

- 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

4.13 Key Performance Indicators and Performance Reviews

Key Performance Indicators will be agreed with the Partner and included in the contract. 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.

4.14 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 throughout the term.

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 30% of the overall score and Quality accounting for 70%.
- 5.3 The Quality score will be split into 3 areas, 30% for the written responses to the Quality questions (section 10), 30% on the responses to the scope requirements (Annex A) and 10% for the responses to the references.

The scoring mechanism is as follows:

i. Pricing: (30% 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 points' 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 30% 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 – Written responses to Quality Questions (30% of the overall score)

This measures the responses to the Quality Questions set in the Tender and will be scored in accordance with the table below unless otherwise stated against the question:

Evaluation of answer	Marks
Completely fails to meet required standard or does not provide a proposal	0
Proposal significantly fails to meet the standards required, contains significant shortcomings and/or is inconsistent with other proposals	1
Proposal falls short of achieving expected standard in a number of identifiable respects	2
Proposal meets the required standard in most material respects, but is lacking or inconsistent in others	3
Proposal meets the required standard in all material respects	4
Proposal exceeds the required standard and delivers added value	5

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.

The highest scoring Tenderer for **Quality** will be awarded the full 30% available. The remaining Tenderers will be awarded a percentage score based on the following calculation.

$$\text{Maximum Available Quality Score (100)} \times \frac{\text{Tenderer's Total Score out of 95}}{\text{Highest Score awarded out of 95}}$$

iii. **Quality – Response to Requirements (30% of the overall score)**

This measures the responses to the Requirements set in the Tender and will be scored in accordance with the below unless otherwise stated against the question. Please note, should a tenderer be unable to provide a solution that offers the Requirements marked as E (Essential), their tender will be excluded from further evaluation. Note - if a top level (e.g. 1, 2, 3 etc.) item is Desirable as part of the whole system, the sub-criteria marked as Essential must be available if quoted for.

Tenderers are to mark an X against each of the requirement lines, in the boxes shaded yellow. A comment can be added if required. Please do not alter any other areas of the table.

Requirements marked 'Desirable' will be given a maximum of 10 points. Requirements marked 'Optional' will be given a maximum of 5 points. Points will depend on whether the requirement is already part of the proposed solution, or will be developed as shown in Annex A.

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

The highest scoring Tenderer for **Quality - Requirements** will be awarded the full 30% available. The remaining Tenderers will be awarded a percentage score based on the following calculation.

$$\text{Maximum Available Quality Score (100)} \times \frac{\text{Tenderer's Total Score out of 210}}{\text{Highest Score awarded out of 210}}$$

From the scoring of the price and quality, the top three suppliers will be shortlisted. The shortlisted Suppliers will be informed by 8th November.

iv. References (10% of the overall score)

References for the shortlisted suppliers will be taken up from the referees provided during the tender evaluation period (ending 19th November 2019). The references will seek to confirm the Tenderer's ability to perform this contract. The format of the reference request can be seen at Appendix B.

The references will be scored in accordance with the following:

Q1 (per answer – 6 areas)	Marks	Q2	Marks
Very Poor	1	NO	0
Poor	2		
Average	3	NOT SURE	5
Good	4		
Very Good	5	YES	10

The highest scoring Tenderer references will be awarded the full 10% available. The remaining Tenderers will be awarded a percentage score based on the following calculation.

$$\text{Maximum Available Reference Score (100)} \quad \times \quad \frac{\text{Tenderer's Total Score out of 40}}{\text{Highest Score awarded out of 40}}$$

v. Combining Price & Quality (Overall Score)

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

$$(\text{Price Score} \times 0.30) + (\text{Quality Question Score} \times 0.30) + (\text{Requirements Score} \times 0.30) + (\text{References Score} \times 0.10) = \text{Total score out of 100}$$

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 year contract with an optional extension up to a further 3 years. Tenderers are requested to include with their response a copy of their proposed Terms and Conditions for the contract, for review and mutual agreement. Where there is a conflict between the Terms & Conditions provided and this tender / the Tenderer's response, the ITT and response will take precedence. The Terms and Conditions submitted shall include payment milestones and a proposed invoice schedule.
- 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. 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 reduces or reallocates any amount of works awarded to the Partner.

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 (Compulsory) Liability Insurance for a sum insured of not less than £5,000,000
Public Liability Insurance for a sum insured of not less than £5,000,000
Professional Indemnity Insurance of not less than £2,000,000
Product Liability Insurance of not less than £5,000,000

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.
- 8.5 The tenderer shall complete the Form of Tender in respect of this contract. Please do not alter 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 alter the format of this form.
- 8.7 Tenderers **must** submit a **hard copy** of their response to the Association.
- 8.8 Tenderers must **not** submit their response to this invitation to tender electronically. A soft copy of the response on CD or memory stick **must** be included with the hard copy. Any email / electronic submissions will be disregarded / deleted.
- 8.9 Tenderers **must** use the Return Label Provided and ensure that they deliver their tenders on time. Please note that we do not have a manned Reception. Deliveries made by methods other than Royal

Mail and that need a signature will require the courier to call 0113 3861106 / 1505 or enter extension 1106 / 1505 at the entrance intercom to obtain a signature. A letterbox is available 24/7 for non-signed for deliveries.

- 8.10 Proposals must be received by **Midday on 5th November 2018** by post to Joanne Harrison – you must use the Tender return label on page **24** of this ITT. There must be no other markings anywhere on the envelope whatsoever. If you are using a courier or other method that requires external identification, you should enclose your submission in another envelope bearing the tender return label within the external packaging. Please enclose a hard copy that is signed, and a soft copy on CD / USB stick.
- 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) You have used the Return label (section 8.10) and the tender envelope does not have other markings or identify the sender
- (ii) Responses to Quality Questions (Section 10)
- (iii) Completed Pricing Matrix (Section 11)
- (iv) Completed Form of Tender (Section 12)
- (v) Response to Requirements (Appendix A)
- (vi) Signed Certificate of Non Collusion (Section 13)
- (vii) Copies of Insurances (Section 7)
- (viii) Proposed Terms & Conditions (Section 6.2)
- (ix) Soft copy of the entire tender

10.0 Quality Questions

- 10.1 Please provide a high level walk through of how your proposed system works – including as a minimum:

Reference to the measures in the system to prevent 'fraud', how user authorisation levels are set and maintained. Describe how the workflow for authorisation works and how it would be maintained in future by LFHA. How are commitments created and the information they contain in the finance system, how coding on purchase orders through to invoices is held and can be altered. Detail the ability to authorise an invoice on a mobile device, how multi-company works and the ability to handle multiple line invoices / orders. Explain the different types of access / licences and which users would need which access.

4 pages, plus any necessary screenshots / flowcharts. Weighting = 5 (25 marks available)

- 10.2 Please detail how you propose to manage the contract, both through implementation and then the ongoing contract term, detailing any handovers of responsibility or support and detailing what your organisation has to offer in terms of the required levels of experience, skills, qualifications and resources. Please include an organisation chart and high level programme plan.

2 pages, plus organisation chart & programme plan. Weighting = 4 (20 marks available)

- 10.3 Please detail your experience in interfacing with SUNSystems v6.3

2 pages, weighting = 4 (20 marks available)

- 10.4 Please describe your approach to liaising with Leeds Federated's existing suppliers in order to achieve fault resolution. For example, troubleshooting across multiple systems where interfacing is involved.

1 page, weighting = 2 (10 marks available)

- 10.5 Please describe your approach to training LFHA staff.

1 page, weighting = 2 (10 marks available)

- 10.6 Please detail your support offering once the solution has been delivered. A service desk should be the primary point of contact for incident reporting, problem management and resolution, change requests, service extensions and ad-hoc requests; and provide reasonable advice, information, and guidance on all service related matters. Please include a copy of your proposed SLA.

1 page plus SLA, weighting = 2 (10 marks available)

- 10.7 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) Contact details for follow up communication regarding your tender.

11.0 Pricing Matrix

Licensing / Software Costs – based on up to 120 users. Show each type of licence / access with a per licence cost, with any breakpoints that apply.			
Item	Notes – this should also include any server / 3 rd party licensing requirements	Cost per licence	Total Cost excl. VAT

Implementation Costs / Day rates			
Item	Notes (please ensure where daily rates are stated the number of hours per day is included)	Cost per day / item	Total Cost excl. VAT

Support and Maintenance Costs			
Item	Notes	Cost	Total Cost excl. VAT

Training Provision Costs			
Item	Notes	Cost per day / item	Total Cost excl. VAT

Additional / Optional Item Costs			
Item	Notes	Cost	Total Cost excl. VAT

Item	Overall Cost Summary for the Tender	
	Initial	Cost (this is the total cost of all item lines at quantities specified) excl. VAT
1A	Licensing / Software	
1B	Implementation costs	
1C	Support and Maintenance	
1D	Training costs	
	Year 2	Cost excl. VAT
2A	Support and Maintenance	
	Year 3	Cost excl. VAT
2B	Support and Maintenance	
	Overall Total	
3	Inflation Mechanism for Years 3 to 6 (e.g. %, RPI etc.)	

12.0 Form of Tender

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

TENDER FOR: Purchase to Pay (P2P) Software

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 Midday 5th November 2018.
- (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.

YES/NO (if yes please give details)

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)

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

YES/NO (if yes please give details)

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	
<p>Tender Title: Purchase to Pay (P2P) Software</p> <p>Return Date: 5th November 2018</p> <p>Deadline for Return: 12:00 Midday</p> <p>Leeds Fed contact for courier receipt signature:</p> <p>Joanne Harrison: 1106</p> <p>Alternative: 1505</p>	<p>To: Joanne Harrison</p> <p>Leeds Federated Housing Association</p> <p>Arthington House</p> <p>30 Westfield Road</p> <p>Leeds</p> <p>LS3 1DE</p>
<p>This label MUST be used to submit your tender</p> <p>There must be no other identifying markings anywhere on the envelope whatsoever</p>	<p>LEEDS FED USE ONLY</p> <p>Date received:</p> <p>Time Received:</p> <p>Initials:</p>

It is Leeds Federated policy not to consider LATE tender submissions

Appendix A – Requirements

Scoring:	YES existing	YES Can be designed (include any cost in pricing matrix)	NO does not exist and no plans to implement
Essential	If cannot provide, tender excluded from evaluation		
Desirable	10	5	0
Optional	5	3	0

General / overall Requirements:

Req	Area	Comment	Essential	Desirable	Optional	YES existing	YES Can be designed (include any cost in pricing matrix)	NO does not exist and no plans to implement
1	General / whole system		As per individual items below					
1a	Real-Time Integration with SUN 6.3, users able to see whole process - view status of orders, invoices, payment.		x					
1b	Complete User Visibility - via Dashboards? Supplier spend, warnings of budget levels, total spend to date etc. for specific users dependent on profile		x					
1c	Comprehensive Reporting		x					
1d	Availability of system on Mobile application / tablets / mobiles		x					
1e	All workflows to be customisable in house. All to have delegation / escalation / alert functionality		x					
1f	System must be compliant with current GDPR legislation		x					
1g	Must be able to provide a minimum of three environments - Live, Test & Train		x					

1h	Organisation holds ISO27001			x				
1i	Service Desk that operates between 9 and 5 Monday to Friday as a minimum		x					
1j	Ability to meet planned Go Live date of 30/9/19 timescales		x					
1k	Proposed system must be SQL based and compatible with SQL 2016		x					
1l	Proposed system must be compatible with office 365 (cloud based included)		x					
1m	Ability to access / use system via mobile app		x					
1n	Ability to support different types of supplier code configuration (e.g. supplier, tenant, staff etc.) as defined by SUN 6.3		x					
1o	Must support multi company for all elements of the system		x					
1p	Authorisation levels / limits - maintained in this P2P system		x					
1q	Linked to 1p above - workflows dependent on authorisations		x					
1r	Linked to 1p and 1q LFHA ability to alter roles and authorisation limits		x					
1s	No order can be placed without a valid supplier existing in SUN 6.3. Suppliers must be maintained in SUN 6.3 and not the P2P software		x					
1t	System has its own inbuilt EDM capability				x			
1u	Can interface with SUN 6.3's inbuilt EDM capability			x				
1v	Can interface with Docuware			x				
1w	Can interface with Infor SUNsystems v6.3		x					
1x	Can interface with Infor Query & Analysis (Q&A)		x					
1y	Can interface with Civica UH v6.3		x					
1z	Expenses processing			x				

1aa	Ability to process tenant refunds based on rent account, with necessary interface to Civica UH		x					
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2	Interfacing and General IT Requirements		As per individual items below					
2a	Have the skills and experience to develop an interface with other SQL based systems		x					
2b	Have the skills and experience to develop an interface with Civica UHT Systems			x				
2c	Have real time integration with Sun Systems 6.3		x					
2d	Use of single sign on and integrate with Active Directory		x					
2e	Your proposed solution must be able to automatically export the Purchase Orders into office 2013 and office 365		x					
2f	Your proposed system must work across a range of devices e.g. PC, Tablet, Mobile.		x					

Areas of functionality - Essential

Req#	Area	Comment	Essential	Desirable	Optional	YES existing	YES Can be designed (include any cost in pricing matrix)	NO does not exist and no plans to implement
3	Request for Quotation / Invitation to Tender		X					
3a	Build tender docs, design scope etc.		x					
3b	Route dependent on value (e.g. under £25k, only quote required rather than full tender process)		x					
3c	Ability to have templates / re-use previous documents.		x					
3d	Set mandatory requirements, quality questions, evaluation criteria.			x				
3e	Pricing matrix			x				
4	Purchase Order Creation		X					
4a	Ability to create a PO from RFQ / Tender stage		x					

4b	Agreed contract pricing to be populated / available dependent on category selected, e.g. overarching contract agreements / call offs that are not system generated			x				
4c	Ability to receive information from other order-generating systems, e.g. AMS, DMS to create PO, then return order number to the originating system		x					
4d	Ability to hold suppliers product catalogues for selection in Purchase Orders		x					
4e	Interface with Civica UH or subsequent replacement system for work orders.		x					
4f	Link to budget information in SUN 6.3, to select relevant codes (limited by those available to the user). Warnings if budgets exceeded via a workflow.		x					
4g	Authorisation Workflow - depending on value / budget holder. Ability to reject back to originator or make changes		x					
4h	Escalation and delegation functionality.		x					
4i	Commitment made in SUN 6.3 upon order creation, with immediate 'uncommitment' or change to commitment value should the order be cancelled or amended		x					
4j	PO number included against the relevant Cost account code in SUN 6.3		x					
4k	Payment terms to be pulled from SUN 6.3 and displayed on PO		x					

4l	Option to add T&Cs or other document to PO		x					
4m	Electronic issue to supplier (option to print & issue manually)		x					
4n	Ability to alter the PO template if required without having to go back to the P2P supplier			x				
5	Invoice Processing		x					
5a	Automatic recognition of invoice fields to match PO however received - manual input, scanned doc from email.				x			
5b	Non-PO invoices (very limited) - e.g. Utilities. Ability to hold a template in the system so that utility references entered once and then just values changed		x					
5c	Ability to process multiple lines / POs on one invoice, or split invoices from one PO		x					
5d	Workflow if invoice value does not match PO - route to originator for varying of order or querying with supplier. Escalation & delegation facility		x					
5e	If all fields match, and receipting complete, automatically pass for payment. Authorisation Workflow if not yet receipted or any other variance. Escalation & delegation facility. Ability to set thresholds so that over a certain value send for approval even if values match.			x				

5f	Interface with other systems, e.g. AMS, DMS, Civica UH to close open commitment, dates		x					
5g	Interface back to SUN 6.3 to show commitment satisfied		x					
5h	Ability to raise sales invoices for issue to customers and subsequent receipt			x				
5i	Ability to change the cost account allocation when approving an invoice for payment		x					
5j	Must prevent changing a cost account after an invoice has been approved (this facility managed via journals in SUN)		x					
6	Reporting		X					
6a	Integration with Q&A			x				
6b	List of "unapproved" actions, e.g.- orders not issued, invoices not received or received and not approved, goods not yet received, etc. etc.		x					
6c	Invoice summary reports - e.g. amount of time between invoice date and receipt, receipt and authorisation etc.		x					
6d	Supplier Summary reports i.e. how much paid per supplier, number of invoices by value, number of invoices which have exceeded tolerances, how many suppliers do we use to supply stationery etc.		x					

Areas of functionality – Desirable

Note - if a top level (e.g. 1, 2, 3 etc.) item is Desirable as part of the whole system, the sub-criteria marked as Essential must be available if quoted for.

Reqt	Area	Comment	Essential	Desirable	Optional	YES existing	YES Can be designed (include any cost in pricing matrix)	NO does not exist and no plans to implement
7	Tender portal			X				
7a	RFQ / Tender documents held, freely accessible to tenderers		x					
7b	Link / automatically publish on Contracts Finder / OJEU			x				
7c	Ability to share link with existing suppliers of similar projects			x				
7d	Secure portal, no access to submitted tenders or view of who has responded before the tender close date & time		x					
7e	Process for tenderers to submit clarifications, and for answers to be published		x					
7f	Clear process for tenderers to submit required documentation, make declarations with required fields for mandatory information so that tenders cannot be submitted without.		x					
7g	Automated scoring of price information submitted			x				
7h	Evaluation matrices for evaluators to enter comments and scores.			x				
7i	Outcome calculated from submitted prices and quality scores			x				
7j	Ability to contact successful / unsuccessful bidders direct from system				x			

8	Supplier / Contract Management			X				
8a	Workflow capability to set up new suppliers in SUN 6.3.		x					
8b	Agreed Contract Pricing templates against specific services / goods. Linked from RFQ / Tender stage where appropriate to avoid re-entering data.		x					
8c	Suppliers must be created and maintained in SUN 6.3, P2P must utilise the SUN 6.3 suppliers and not require a separately maintained supplier table		x					
9	Goods Receipt / Service Completion			X				
9a	Ability to select if a receipt is required when raising order (set if 2 or 3 way match)			x				
9b	Link to Civica UH or other systems for completions (option to complete directly in P2P)			x				
9c	Automatic recognition of delivery notes or other completion documentation				x			
9d	Authorisation Workflow where applicable to confirm goods / service has been delivered. Escalation & delegation facility		x					
9e	Ability to process multiple lines / POs on one GRN/other completion doc, or split from one PO		x					

References

Name of customer organisation		
Point of contact in the organisation		
Position in the organisation		
Email address		
Telephone No.		
Description of contract		
Contract start date		
Contract completion date		
Estimated contract value		

Appendix B – Reference Request example

Supplier Reference Questionnaire for Purchase to Pay System

To help us with our procurement process, we'd appreciate you completing this short survey about the service you received from >[insert company name]< it should only take 5 minutes to complete the survey. This will be used as part of our evaluation and will be scored.

1. Please rate your supplier for the following categories:

	Very Poor	Poor	Average	Good	Very Good
Delivery & Quality of Work					
Response Times to issues/questions					
Keeping you informed of progress					
Fulfilment of their contractual obligations					
Quality of account management you receive					
Overall performance of the supplier					

2. If you had your time again would you make the same decision to work with your supplier?

YES/NO/NOT SURE

If you have any further comments you would like to make on the supplier please add them below

Appendix C – Implementation Plan

Suppliers are committing to deliver against the critical milestone dates below. A detailed implementation plan will be agreed with the successful supplier and flexibility will be required as new planned developments become available.

- Start date 2nd January 2019
- Scoping day / meetings Jan - Feb
- Transition plan agreed 31/03/19
- Interfaces agreed between systems 31/08/19
- Test system live 31/08/19
- Testing of Interfaces complete 30/09/18
- Implementation complete and go live date 30th September 2019