

ITT01 - Invitation to Tender

Southway Housing Trust Website Replacement 2016

Version: 1.0

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Contents

1. Southway Housing Trust	3
2. Southway Housing Trust's Website	3
3. Tender Process.....	4
3.1. Introduction.....	4
3.2. Tender and Appointment Timetable	4
3.3. Tender Submission.....	5
3.4. Validity and Price Variance	5
3.5. Subcontractors	5
3.6. Shortlisting and Award of Contract.....	5
4. Southway's Competitors and Peers	6
5. Compliance Considerations	7

1. Southway Housing Trust

Southway Housing Trust is a not for profit local housing company which owns and manages around 6,000 homes across Burnage, Chorlton, Didsbury and Withington in Manchester.

We are driven by our values; **Committed, Collaborative, Ambitious, Accountable and Inclusive**. We put the customer and wider community at the centre of everything we do and our vision is to “provide high quality affordable homes in desirable neighbourhoods, where people are happy to live and have the opportunity to achieve their potential.” We also have a wider purpose to make best use of our resources to achieve our social objectives. These elements are a core part of any work or projects we undertake with partners.

Southway operates both Social and Commercial activities via separate business subsidiaries. The subsidiaries include:

- Southway Homes - providing commercially rented property services.
- Southway Repairs – providing commercial property repair and maintenance services.
- Southway DevCo – a property development company.

(Note: These names are subject to change)

It is important to note that these subsidiaries are part of the Southway ‘family’ but are separate entities. They will need to benefit from any suppliers and solutions chosen by Southway Housing Trust and we are looking to suppliers to advise on best practice in regard to the relationship between the Southway Housing Trust website and the online presence of the subsidiaries.

Registered office:

Aspen House
825 Wilmslow Road
Didsbury
Manchester
M20 2SN

2. Southway Housing Trust’s Website

The current Southway Housing Trust website was developed in 2009 on the Kentico content management system (CMS). The main objective for the site was to provide relevant information to customers whilst facilitating ease of site maintenance whereby Southway staff could maintain the content to keep it up-to-date.

The project achieved its aims, with the CMS providing relatively easy editing of the content; however, this did not come without some problems that were difficult to overcome, namely:

- Maintaining consistent styling throughout the entire site.
- Adding database driven dynamic content.
- Obtaining best use of screen area to display content.
- Easy / logical site navigation.
- Integration with back-office systems.
- Presentation of online services.

With this said the website has served its purpose since its introduction, but Southway's needs have changed considerably over the last few years and the architecture of the current setup is restricting progress and opportunities for new ways of working. The greatest restriction is the development of effective online services.

3. Tender Process

3.1. Introduction

Southway's objective is to procure services from a single supplier that will work with us to develop the initial specification, and then develop and deliver the live website.

This document, ITT01, should be read in conjunction with ITT02 – Outline Requirements Specification. ITT02 contains all of the scoring criteria and ITT01 supports those criteria with additional information but will not be used as part of the scoring criteria.

Please note that Southway reserves the right to change and amend the scoring criteria at any time up to bid submission. If any material changes are made all bidders will be immediately notified.

The tender is conducted in accordance with the Public Contract Regulations 2015.

All of the information contained within or connected to this ITT remains the property of Southway Housing Trust, and may not be passed onto any other party, except for sub-contractors and advisors for this project, without prior consent from Southway. The supplier shall ensure that all sub-contractors and advisors abide by the terms of these instructions.

3.2. Tender and Appointment Timetable

Deadline for submission of tenders	15 Nov (4.00pm)
Clarification and Evaluation Completed	16 - 23 Nov
Supplier Presentations	28 Nov – 2 Dec
Contract Negotiation and Award	5 - 9 Dec
Commencement of Implementation	12 Dec

Southway reserves the right to alter the above timescales at our discretion.

3.3. Tender Submission

Tenders must be submitted no later than 4.00pm on Tuesday 15 November 2016

Tenders should be submitted by email to: tenders@southwayhousing.co.uk

Any questions or other communications regarding the tender content or process should be submitted via email to the same email address.

The pricing matrix must be submitted in Adobe PDF format and in a Microsoft Excel Spreadsheet. The PDF will constitute the official submission.

With responses we require at least two references from organisations with which you have carried out similar projects.

Responses to specific content within Southway's tender documents should quote the paragraph and document reference to which they refer.

All costs and expenses associated with the preparation of responses to this ITT remain the responsibility of the supplier.

Southway reserves the right not to accept any of the responses to the ITT.

3.4. Validity and Price Variance

All offers made in response to this ITT must be valid for at least 90 days from the date of submission.

Should a bidder who is successfully awarded the contract submit a final price at the end of stage 1 that is greater than 10% of the initial bid price, Southway will reserve the right to re-tender stage 2 of the project.

3.5. Subcontractors

Southway wishes to award the contract for replacing our website and associated online services to a single supplier. Where suppliers require to subcontract any of the deliverables, managing the relationship with subcontractors is the responsibility of the supplier who has been awarded the contract. This includes managing performance in line with Southway's Service Level Agreement requirements, which will be created and submitted once tenders have been reviewed. Refer to: ITT02 – Technical Specification.

3.6. Shortlisting and Award of Contract

It is intended to shortlist a small number of suppliers, who will be required to make a short presentation of their proposal.

The contract will be awarded to the supplier that most aptly meets the criteria set out in ITT02, as judged by our panel.

All bidders will be notified of the result once the preferred bidder has been identified and an award issued and agreed between the relevant parties.

Feedback on unsuccessful bids will be provided upon request.

4. Southway's Competitors and Peers

The following is provided for a frame of reference. It will not be used as scoring criteria, but provides context of the project.

Southway Housing Trust is a not for profit social landlord, and as such we do not have direct competitors within the social housing sector. We are one of several social landlords within Manchester. For a complete list of the relevant providers refer to the 'Manchester Move' website at:

www.manchestermove.co.uk/council-housing-association/housing-register-landlords.aspx

A few other landlords of a comparable nature are:

- One Manchester: <http://www.onemanchester.co.uk/>
- Wythenshawe Community Housing Group: <http://www.wchg.org.uk/>
- City West Housing Trust: <http://www.citywesthousingtrust.org.uk/>
And <https://www.forviva.co.uk/>
- Your Housing Group: <http://www.yourhousinggroup.co.uk/>

Looking further afield, a few organisations that have already moved towards enhanced on-line services are:

- Helena Homes: <https://helenahomes.co.uk>
- Halton Housing: <http://www.haltonhousing.co.uk>
- Orbit Group: <http://www.orbit.org.uk/>
- Rooftop Housing: <http://www.rooftopgroup.org/>

Whilst the social housing aspect of the business is not-for-profit, the commercial subsidiaries are profit generating, with any profits supporting further developments and social housing activities. As such, the website services for the commercial side of the business needs to target effective income generation through skilful site design and delivery of high quality on-line services that meet modern day needs of the target audience(s).

A pilot site has been set-up for Southway Homes and is available for preview at:
www.southwayhomes.co.uk

This particular subsidiary can be compared to companies such as:

- Plumlife (www.plumlife.co.uk) – A Market Rent subsidiary of Great Places Housing Association
- Garden City (www.gardencity.org.uk – website currently down at time of writing) – A Market Rent subsidiary of Wythenshawe Community Housing Group

Note: We have yet to finalise the relationship between the branding and websites and Southway Housing Trust and the subsidiaries. This is expected to form part of the consultation discussions within the early stage of the project.

5. Compliance Considerations

This project must acknowledge and, where appropriate, adhere to the guidelines set out in the following:

- Companies Act 2006
- Data Protection Act 1998
- The Privacy and Electronic Communications Regulations 2003
Including: ICO – Guidance on the rules on use of cookies and similar technologies
- Freedom of Information Act 2000 (publication scheme section)
- Equality Act 2010
- Hosting within the EU



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