



Invitation to Tender

Tenant Portal Software Services

4 April 2017

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Notice

Tender Invitation

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This ITT is issued pursuant to the tender procedure set out in Annex 1 of the documentation for a Contract, for Tenant Portal Software Services, between Victory Housing Trust and your organisation.

Victory Housing Trust Limited invites your organisation to take part in a tender exercise to compete against other suppliers in order to determine which tenderer may be awarded a contract to provide Victory Housing Trust with the products & services set out in this ITT.

This ITT is comprised of:

- Invitation to Tender
- Annex 1 Evaluation and Tender Rules
- Annex 2 Evaluation Criteria and Tender Questions
- Annex 3 Certificate of Non-Collusion
- Annex 4 Form of Tender
- 'Tender Brief for Tenant Portal Software Services' dated 4 April 2017
- Appendices to the Tenant Portal Software Services Brief: A (including Schedule 3 to Appendix A), B, C, D and E

Definitions

Unless otherwise stated, all defined terms are as set out in Appendix A Contract Terms & Conditions

Office means, for the purposes of this tender, Victory Housing Trust's head office currently located at Tom Moore House, Cromer Road, North Walsham from which the Victory Business Support Team operate.

VHT means Victory Housing Trust.

Tender Submissions means the documents to be submitted as listed in the form of tender.

Price

The Price List contained in Annex 4 indicates the pricing structure.

Victory operates in an environment where financial resources are finite and the repercussions of overspend are considerable. Victory therefore place great importance on accurate financial management and cost predictability throughout the Term. Tenderers are required to provide costs on the Price List.

Full details of the Price List and instructions on how to complete it are set out in Annex 4.

Prices must be quoted on the following basis:-

- Prices must be quoted **excluding VAT**
- Prices must be quoted **including all Uplift percentages and all Fees and all Expenses**
- Must be **fixed** up to and including the end of the initial contract term i.e. three years from contract award.
- After then, in the event of any decision by Victory to extend the contract period, Annual Indexation will be calculated on the basis of Consumer Price Index (CPI) published by the Office for National Statistics. CPI percentage change over 12 months at a point two months prior to the contract anniversary will be used to adjust rates from the contract anniversary each year, except where the percentage change is negative in which case the rate will be held at the rate current prior to the anniversary.
- Arithmetical errors in form of tender and associated cost breakdowns: Overall price is dominant.

2 **Procurement Timetable**

Shown below are details of the indicative procurement timetable. Victory reserves the right to amend the timetable at its absolute discretion.

Event	Date
Tender documents issued	5 April 2017
Tender return date (no later than)	12.00 midday on 8 May 2017
Tender & Proposal Evaluation	9 to 26 May 2017
Clarification meetings (if required)	10 to 24 May 2017
Notification of Award	31 May 2017
Issue of contract documentation	1 June 2017
Commencement of Contract implementation phase	From 1 July 2017

3 **Information provided to Tenderers**

Victory has made every reasonable effort to ensure the completeness and accuracy of information provided to tenderers but it does not warrant or represent any such information. The selected Contractors will be required to satisfy themselves as to the accuracy and completeness of such information during the period between their selection and the execution of the Contract.

4 **Use of the Invitation to Tender**

Victory reserve the right to change any acceptance timetable, to reject any, or all, of the Tenders or to notify Tenderers of any changed requirements at any time. In no circumstances shall Victory incur any liability arising out of or in respect of the issue of this Invitation Document.

5 **Tender format, content & submission process**

All tenders must be submitted in the English Language and priced in pounds sterling (£) and in accordance with the Tender Rules at Annex 1.

6 **Withdrawing from the process**

7 If at any stage, following confirmation of your intention to submit a tender, your organisation determines that it no longer wishes to be included in this bidding process, please inform Mark Turner in writing at mark.turner@victoryhousing.co.uk of your intentions and destroy any tender material received or downloaded or printed. Where parties no longer wish to be involved in this process, we understand and thank you for your interest and attention in this tender.

8 **Evaluation and Contract Term**

8.1 The Contractors will be selected in accordance with the evaluation methodology and criteria set out in Annex 1 and Annex 2 and as below.

8.2 Victory intends to award one Contract for the term stated in the Brief. Tenderers should note that any award of contracts will be in accordance with the evaluation methodology and that this is structured such that the award will be the most economically advantageous tender.

8.3 Victory reserves the right to seek clarification from Tenderers either in writing, in meetings, by Client references or otherwise.

8.4 Victory will assess all Tenders as a whole using the entirety of the Tender proposals. Victory do not undertake to accept any Tender or part or parts of any Tender.

9 **Evaluation Methodology**

9.1 The evaluation of Tenders will be strictly in accordance with the Evaluation Criteria and will be undertaken on a seventy (70%) per cent Quality and a thirty (30%) per cent Price ratio. The Evaluation Matrix is set out in Annex 2. Tenderers are reminded that failure to submit complete Tender returns will result in their Tenders being rejected.

- 9.2 Tenders will be evaluated on a most economically advantageous basis by the evaluation team consisting of a minimum of 1 assistant director and 1 manager. In addition to evaluating the written submissions, Victory may invite Tenderers to interview.
- 9.3 Tenderers will be informed of the arrangements for any clarification meetings shortly after the evaluation of written submissions has taken place. Meetings will be for clarification of the written submissions only and will not attract a separate score. Information provided at clarification meetings ***may*** be used to moderate the overall score for the written submission up to a maximum of 5% either way (plus or minus).

10 **Form of Contract**

Victory intend to enter into:

A Contract in accordance with Appendix A of the Brief and the supplemental conditions contained in the Brief with the selected Contractor in respect of the Products and Services;

A priority for Victory is to establish an effective working relationship with the selected Contractor who will work on a pro-active and collaborative basis in order to maximise the efficient delivery of the Product with minimum disruption to the staff.