

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/000460-2025>

Contract

Housing Management System

East Lothian Housing Association Ltd

F03: Contract award notice

Notice identifier: 2025/S 000-000460

Procurement identifier (OCID): ocds-h6vhtk-04cc9d

Published 8 January 2025, 11:20am

Section I: Contracting authority

I.1) Name and addresses

East Lothian Housing Association Ltd

18-20 Market Street

Haddington

EH41 3JL

Contact

Gary Alison

Email

gary.alison@elha.com

Telephone

+44 1620825032

Country

United Kingdom

NUTS code

UKM73 - East Lothian and Midlothian

Internet address(es)

Main address

<http://www.elha.com>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA15603

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Housing Management System

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

East Lothian Housing Association is looking for software that can integrate with its MyHome portal, that can allow this integration to be continually developed to ensure it continues on the latest version of this system and has technical support should it have any issues.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £280,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM73 - East Lothian and Midlothian

Main site or place of performance

East Lothian Housing Association Ltd, 18-20 Market Street, Haddington, EH41 3JL

II.2.4) Description of the procurement

East Lothian has bespoke API integrations with its other key IT systems as part of the MyHome offering to deliver key repairs and maintenance services to its tenants.

The current MyHome customer portal has been assessed to meet the needs of the business and the organisation does not wish to seek to procure an alternative solution. We are seeking to procure a supplier than can maintain and develop the integration with the MyHome from our Housing Management, Asset and Finance databases.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The services can be provided only by a particular economic operator for the following reason:
 - protection of exclusive rights, including intellectual property rights

Explanation:

Competition is absent for technical reasons; and the protection of exclusive rights. ELHA use

and rely upon a customer portal called the “MyHome customer portal” which is provided by a supplier called Housing Online. ELHA is procuring a contract for the provision of an HMS software system that must be interoperable, interactive and continue to be developed alongside the MyHome customer portal. ELHA’s external IT consultants have advised that Designer Software has an exclusivity arrangement with Housing Online that includes a clause that allows Designer Software to veto any work that Housing Online might want to do that supports or develops its interactivity with a competitor’s solution. Designer Software also has a significant shareholding in Housing Online and is capable of exercising considerable influence over its management decisions. As a consequence of this, only Designer Software’s HMS solution will continue to be developed to ensure it is interoperable and interactive with the MyHome customer portal, which ELHA must use and is reliant upon. ELHA’s IT external consultants have advised that that there is no reasonable alternative or substitute to contracting with Designer Software due to the exclusivity arrangements and, as there is no reasonable workaround, the absence of competition is not the result of an artificial narrowing down of the parameters of the procurement.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-041397](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

8 January 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Designer Software Ltd

11 Whittle Court, Davy Avenue

Milton Keynes

MK5 8FT

Telephone

+44 7359373168

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £280,000

Section VI. Complementary information

VI.3) Additional information

It should be noted that a VEAT notice was issued to inform the market of the intention to award this contract under Regulation 33 (1) (b) (ii) and/or (iii).

(SC Ref:787167)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Edinburgh

EH1 1LB

Telephone

+44 1312252525

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

An economic operator that suffers, or risks suffering, loss or damage attributable to a breach of duty under the Public Contract (Scotland) Regulations 2015 (SSI2015/446) (as amended) may bring proceedings to the Sheriff Court or the Court of Session.