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Contract

Housing Management System

Wrexham County Borough Council

F03: Contract award notice

Notice identifier: 2025/S 000-001985

Procurement identifier (OCID): ocds-h6vhtk-03774f

Published 21 January 2025, 10:32am

Section I: Contracting authority

I.1) Name and addresses

Wrexham County Borough Council

Commissioning Procurement and Contract Management Unit, Lampbit Street

Wrexham

LL11 1AR

Email

procurement@wrexham.gov.uk

Telephone

+44 1978292798

Country

United Kingdom

NUTS code

UKL23 - Flintshire and Wrexham

Internet address(es)

Main address

<https://www.wrexham.gov.uk/>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0264

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Housing Management System

Reference number

Proc 23-203

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Following an Open Tender, Wrexham County Borough Council has procured a comprehensive cloud-hosted Housing Management System (HMS) to help manage its portfolio of Council owned dwellings that currently totals just over 11,000. The system will also be used to manage Council owned blocks, leasehold properties, properties used for homelessness, garages, garage plots, traveller plots, offices and shops, as well as sold properties where necessary.

II.1.6) Information about lots

This contract is divided into lots: No

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

Lowest offer: £994,815 / Highest offer: £4,068,529 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package
- 72222300 - Information technology services
- 72268000 - Software supply services
- 48517000 - IT software package

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

II.2.4) Description of the procurement

Wrexham County Borough Council has procured a comprehensive cloud-hosted Housing Management System (HMS) from a single supplier to help manage its portfolio of Council owned dwellings. The system will also be used to manage Council owned blocks, leasehold properties, properties used for homelessness, garages, garage plots, traveller plots, offices and shops, as well as sold properties where necessary.

The Housing Management Software Solution will allow for a fully integrated, total housing solution with extensive mobile and self-serve functionality. The solution will manage all aspects of the service and replace the current Housing Management Solution, in addition

to third party software as well as multiple Access databases and Excel documents, which are currently in use.

The solution will enable WCBC to improve its information quality and availability across the organisation for staff, contractors and customers while enabling the effective delivery of a full range of housing management functions, which will transform service delivery through channel shifting, mobile working and related services. The system must create a single view of a person/property record, eradicating any double handling of information and removing a reliance on paper processing and the risk of data protection breaches.

Wrexham County Borough Council expects the new system to improve customer service and satisfaction at every level, resolve queries at first point of contact, and embrace the use of mobile working, social media and the self-service channel shift. Wrexham County Borough Council aims to use the system to enhance property investment planning for its housing stock by providing more complete and timely information to inform its financial decision-making.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Open procedure

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 000-017168](#)

Section V. Award of contract

Contract No

Proc 23-203

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 January 2025

V.2.2) Information about tenders

Number of tenders received: 5

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: 5

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

CAPITA BUSINESS SERVICES LTD

CAPITA BUSINESS SERVICES LTD, 65, Gresham Street

LONDON

EC2V7NQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £994,815 / Highest offer: £4,068,529 taken into consideration

Section VI. Complementary information

VI.3) Additional information

(WA Ref:147518)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom