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Contract

Income Maximisation Project

Thirteen Housing Group Limited

F03: Contract award notice

Notice identifier: 2022/S 000-002132

Procurement identifier (OCID): ocds-h6vhtk-02f79b

Published 25 January 2022, 11:55am

Section I: Contracting authority

I.1) Name and addresses

Thirteen Housing Group Limited

2 Hudson Quay, Windward Way

Middlesbrough

TS2 1QG

Contact

Sara Vasey

Email

procurement@thirteengroup.co.uk

Telephone

+44 03001111000

Country

United Kingdom

NUTS code

UKC - North East (England)

Internet address(es)

Main address

<https://in-tendhost.co.uk/thirteengroup.aspx/Home>

Buyer's address

<https://www.thirteengroup.co.uk/>

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

Income Maximisation Project

Reference number

THIR 21 473

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

We require an Intelligent automation risk based artificial intelligence and machine learning approach to caseload management and collecting debt which also includes an integrated call handling and text messaging solution. This will work alongside our current housing management system, Orchard but also has the capacity to work alongside other housing management systems if this was to change. Through behavioural science the system must optimise the benefits of nudge theory to ensure that as a business we maximise our income through maximising automation opportunities and ensuring that manual intervention is made only when needed and in a way that will provide Thirteen with the best outcome.

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: £600,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

We require an Intelligent automation risk based artificial intelligence and machine learning approach to caseload management and collecting debt which also includes an integrated call handling and text messaging solution. This will work alongside our current housing management system, Orchard but also has the capacity to work alongside other housing management systems if this was to change. Through behavioural science the system must optimise the benefits of nudge theory to ensure that as a business we maximise our income through maximising automation opportunities and ensuring that manual intervention is made only when needed and in a way that will provide Thirteen with the best outcome.

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: [2021/S 000-028716](#)

Section V. Award of contract

Contract No

THIR 21 473

Lot No

1

Title

Income maximisation project

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 January 2022

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

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: 2

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

V.2.3) Name and address of the contractor

Voicescape Limited

22 Exchange Quay

Salford

M5 3EQ

Country

United Kingdom

NUTS code

- UKD36 - Greater Manchester North West

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £600,000

Total value of the contract/lot: £541,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review service

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>