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Tender

Income Analytics Software as a Service

CHP

F02: Contract notice

Notice identifier: 2025/S 000-003380

Procurement identifier (OCID): ocds-h6vhtk-04dad2

Published 31 January 2025, 5:03pm

Section I: Contracting authority

I.1) Name and addresses

CHP

Myriad House, 33 Springfield Lyons Approach

Chelmsford

CM2 5LB

Contact

Ms Alison Shaw

Email

Alison.Shaw@chp.org.uk

Telephone

+44 7801582570

Country

United Kingdom

Region code

UKH3 - Essex

Internet address(es)

Main address

<https://www.chp.org.uk/>

Buyer's address

<https://www.chp.org.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=77814c82-ebdf-ef11-8133-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=77814c82-ebdf-ef11-8133-005056b64545>

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Income Analytics Software as a Service

Reference number

DN761636

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

CHP has identified a need for an income analytics system that can report at an individual tenancy level to look at customer payment patterns, which contact method the customer has engaged with, and whether a customer has read an email/SMS.

The contract period is to be confirmed with the winning bidder but we will be working towards a go-live in September 2025

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

II.2.4) Description of the procurement

CHP has identified a need for an income analytics system that can report at an individual tenancy level to look at customer payment patterns, which contact method the customer has engaged with, and whether a customer has read an email/SMS.

The contract period is to be confirmed with the winning bidder but we will be working towards a go-live in September 2025

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The contract period is three (3) years from go-live with an option to extend for up to a further 24 months at CHP's discretion, including satisfactory performance by the Supplier. There will be an additional contract period for implementation prior to go-live, to be agreed with the successful bidder.

II.2.10) Information about variants

Variants will be accepted: No

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: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

11 March 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

11 March 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The Cabinet Office - Public Procurement Review Service

London

Country

United Kingdom