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Awarded contract

## **Integrated Housing Management System**

West Kent Housing Association Ltd

F03: Contract award notice

Notice reference: 2021/S 000-006939

Published: 5 April 2021, 9:16am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

West Kent Housing Association Ltd

101 London Road

Sevenoaks

TN13 1AX

#### **Contact**

Steve Bromley

#### **Email**

[stevebromley@consultbromley.co.uk](mailto:stevebromley@consultbromley.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKJ4 - Kent

**Internet address(es)**

Main address

<https://www.westkent.org>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Integrated Housing Management System

#### **II.1.2) Main CPV code**

- 72260000 - Software-related services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Provision of a Cloud Hosted Housing Management System

#### **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: £1,053,887

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKJ4 - Kent

#### **II.2.4) Description of the procurement**

Provision of a Cloud Hosted integrated housing management system to include all aspects of tenancy management, support services, void management, onboarding process for new customers, asset management, property maintenance and customer relationship management. The solution is to include mobile working capabilities including an ability to work offline when needed.

Although a fully functional system is required immediately, it is expected that the solution will be continuing to develop to meet future expectations and to utilise new innovations including smart technologies within homes and AI.

Full details of the requirements are contained within the tender documents.

The solution is to include open APIs to enable integration with other solutions (internal systems and third party solutions), workflow functionality and easy to use report writing functionality.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **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

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## **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: [2020/S 172-417147](#)

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## **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**

31 March 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 8

Number of tenders received from SMEs: 5

Number of tenders received from tenderers from other EU Member States: 8

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

Number of tenders received by electronic means: 8

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

### **V.2.3) Name and address of the contractor**

Civica UK Limited

Castlegate House, Castlegate Drive

Dudley

DY1 4TD

Telephone

+44 1384453400

Fax

+44 1384453600

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)**

Total value of the contract/lot: £1,053,887

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(MT Ref:222463)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Public Procurement Review Service

Cabinet Office

London

Email

[publicprocurementreview@cabinetoffice.gov.uk](mailto:publicprocurementreview@cabinetoffice.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

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