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Contract

Integrated Housing Management System

West Kent Housing Association Ltd

F03: Contract award notice

Notice identifier: 2021/S 000-006939

Procurement identifier (OCID): ocds-h6vhtk-02a28c

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

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

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

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](#)

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

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

Telephone

+44 3450103503

Country

United Kingdom

Internet address

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