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Tender

SH2024-020A Electronic Payment System (EPS)

Southern Housing

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-012529

Procurement identifier (OCID): ocds-h6vhtk-064e2e

Published 11 February 2026, 3:27pm

Scope

Reference

SH2024-020A

Description

Procurement of Electronic Payment System to unify and streamline payment processes, improve customer journey, and achieve operational efficiencies. We are looking to procure a system that minimises internal administration, is resilient, robust and simple for both customers and staff to use.

Total value (estimated)

- £6,400,000 excluding VAT
- £7,680,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2026 to 31 August 2031
- Possible extension to 31 August 2034
- 8 years

Description of possible extension:

3 x 12 months

Options

The right to additional purchases while the contract is valid.

If, during the term of the Contract, the Provider develops new or enhanced service features that improve outcomes, deliver additional public benefit, or offer demonstrable value for money to Southern Housing and its customers, the Authority may elect to adopt these enhancements in accordance with the Procurement Act 2023 and the Contract's modification provisions.

Adoption will only proceed where the proposed change does not constitute a substantial modification and complies with the permitted grounds under the Act. Any enhancements incorporated into the Contract will be subject to mutually agreed commercial terms and documented through the appropriate contract modification process.

Main procurement category

Services

CPV classifications

- 66000000 - Financial and insurance services

- 48812000 - Financial information systems
- 64216110 - Electronic data exchange services

Contract locations

- UKI - London
- UKJ - South East (England)

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

6 March 2026, 3:00pm

Tender submission deadline

11 March 2026, 5:00pm

Submission address and any special instructions

<https://www.mytenders.co.uk/Access/Login.aspx>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

22 May 2026

Award criteria

Name	Type	Weighting
Quality Submissions	Quality	60.00%
Cost Submissions	Cost	40.00%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Justification for not publishing a preliminary market engagement notice

No engagement undertaken at all, therefore PME Notice wasn't required.

Documents

Associated tender documents

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=631683

Schedule 9 Specification Requirements

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=631684

Schedule 10 Price Framework

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=631685

Schedule 11 Key Performance Indicators

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=631686

Schedule 12 Functional Requirements

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=631689

Schedule 13 Quality Questions

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=631691

Schedule 14 Social Value Approach

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=631693

Appendix 3 Contract SH Amendments

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=631695

Appendix 1 Form of Tender

Technical specifications to be met

<https://southernhousing.mytenders.co.uk/>

Specification document uploaded on to the portal.

Contracting authority

Southern Housing

- Public Procurement Organisation Number: PXJP-9994-BJBR

59-61 Clerkenwell Road

Sittingbourne

ME9 8GU

United Kingdom

Email: Marlena.Konieczek@southernhousing.org.uk

Website: <http://www.southernhousing.org.uk>

Region: UKJ43 - Kent Thames Gateway

Organisation type: Public authority - sub-central government