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Awarded contract

Stock Management Digital Solution

New Gorbals Housing Association

F03: Contract award notice

Notice reference: 2022/S 000-016138

Published: 13 June 2022, 1:13pm

Section I: Contracting authority

I.1) Name and addresses

New Gorbals Housing Association

200 Crown Street

Glasgow

G5 9AY

Email

info@altprocurement.co.uk

Telephone

+44 1414293900

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11242

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Stock Management Digital Solution

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

NGHA require the provision of a fully digital and mobile IT system to manage its housing stock of 2700 rented homes and 1900 factored owner occupier homes. Our current systems are server based but new software can be cloud based, if assessed as the best option.

The system is required to cover aspects such as:

- holding all stock records for NGHA owned and managed stock
- holding all records of customers and applicants, and include statistical information
- holding rent accounting, arrears, income maximisation and rent predictions, anti social behaviour, allocations, estate management, void management and service charges
- logging of repairs and integrating with scheduling and workflow for inhouse operative (to include materials ordering, labour costs, invoice approval, completion times, recalls, out of hours call outs
- mobile capability and ability to deal with multiple charging rates
- billing of repairs
- financial and accounting functionality
- case management

- dynamic reporting on KPIs and MI

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £376,824 / Highest offer: £505,500 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 72212214 - Network operating system software development services
- 72212442 - Financial systems software development services
- 72212781 - System management software development services
- 72220000 - Systems and technical consultancy services
- 72250000 - System and support services
- 72253200 - Systems support services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

NGHA require the provision of a fully digital and mobile IT system to manage its housing stock of 2700 rented homes and 1900 factored owner occupier homes. Our current systems are server based but new software can be cloud based, if assessed as the best option.

The system is required to cover aspects such as:

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- holding all records of customers and applicants, and include statistical information
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- logging of repairs and integrating with scheduling and workflow for inhouse operative (to include materials ordering, labour costs, invoice approval, completion times, recalls, out of hours call outs
- mobile capability and ability to deal with multiple charging rates
- billing of repairs
- financial and accounting functionality
- case management
- dynamic reporting on KPIs and MI

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: [2022/S 000-000517](#)

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

1 June 2022

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

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

Designer Software

Suite 2, 548 - 550 Elder House, Eldergate

Milton Keynes

MK91LR

Telephone

+44 7568439154

Country

United Kingdom

NUTS code

- UKJ12 - Milton Keynes

The contractor is an SME

Yes

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

Lowest offer: £376,824 / Highest offer: £505,500 taken into consideration

Section VI. Complementary information

VI.3) Additional information

(SC Ref:691132)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

1 Carlton Place

Glasgow

G5 9DA

Country

United Kingdom