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Tender

## **Housing Management System**

Wrexham County Borough Council

F02: Contract notice

Notice identifier: 2024/S 000-017168

Procurement identifier (OCID): ocids-h6vhtk-03774f

Published 3 June 2024, 3:13pm

The closing date and time has been changed to:

**17 July 2024, 5:00pm**

See the [change notice](#).

## **Section I: Contracting authority**

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

Wrexham County Borough Council

Commissioning Procurement and Contract Management Unit, Lampbit Street

Wrexham

LL11 1AR

#### **Email**

[procurement@wrexham.gov.uk](mailto:procurement@wrexham.gov.uk)

#### **Telephone**

+44 1978292798

**Country**

United Kingdom

**NUTS code**

UKL23 - Flintshire and Wrexham

**Internet address(es)**

Main address

<https://www.wrexham.gov.uk/>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0264](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0264)

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

The contract is awarded by a central purchasing body

**I.3) Communication**

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

<https://etenderwales.bravosolution.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk/>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://etenderwales.bravosolution.co.uk/>

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

Regional or local authority

## **I.5) Main activity**

General public services

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## **Section II: Object**

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

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

Housing Management System

Reference number

Proc 23-203

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

- 48000000 - Software package and information systems

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

Supplies

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

Wrexham County Borough Council is looking to procure and implement a comprehensive cloud-hosted Housing Management System (HMS) from a single supplier to help manage its portfolio of Council owned dwellings that currently totals just over 11,000. The system will also be used to manage Council owned blocks, leasehold properties, properties used for homelessness, garages, garage plots, traveller plots, offices and shops, as well as sold properties where necessary.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

## **II.2.2) Additional CPV code(s)**

- 48100000 - Industry specific software package
- 72222300 - Information technology services
- 72268000 - Software supply services
- 48517000 - IT software package

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

NUTS codes

- UKL23 - Flintshire and Wrexham

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

Wrexham County Borough Council is looking to procure and implement a comprehensive cloud-hosted Housing Management System (HMS) from a single supplier to help manage its portfolio of Council owned dwellings. The system will also be used to manage Council owned blocks, leasehold properties, properties used for homelessness, garages, garage plots, traveller plots, offices and shops, as well as sold properties where necessary.

The Housing Management Software Solution will allow for a fully integrated, total housing solution with extensive mobile and self-serve functionality. The solution will manage all aspects of the service and replace the current Housing Management Solution, in addition to third party software as well as multiple Access databases and Excel documents, which are currently in use.

The solution will enable WCBC to improve its information quality and availability across the organisation for staff, contractors and customers while enabling the effective delivery of a full range of housing management functions, which will transform service delivery through channel shifting, mobile working and related services. The system must create a single view of a person/property record, eradicating any double handling of information and removing a reliance on paper processing and the risk of data protection breaches.

Wrexham County Borough Council expects the new system to improve customer service and satisfaction at every level, resolve queries at first point of contact, and embrace the use of mobile working, social media and the self-service channel shift. Wrexham County Borough Council aims to use the system to enhance property investment planning for its housing stock by providing more complete and timely information to inform its financial decision-making.

For full details please refer to the tender documentation available via etenderWales (itt\_109942)

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Option to extend for a further four (4) years in two (2) year increments.

### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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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: [2022/S 000-029565](#)

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

Originally published as:

Date

8 July 2024

Local time

5:00pm

Changed to:

Date

17 July 2024

Local time

5:00pm

See the [change notice](#).

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

English, Welsh

#### **IV.2.7) Conditions for opening of tenders**

Date

8 July 2024

Local time

5:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 12 months prior to end of Contract

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

1. Register your company on the eTenderwales portal (this is only required once).

Browse to the eSourcing Portal: <https://etenderwales.bravosolution.co.uk>

Click the “Click here to register” link.

Accept the terms and conditions and click “continue”.

Enter your correct business and user details.

Note the username you chose and click “Save” when complete.

You will shortly receive an email with your unique password (please keep this secure).

## 2. Express an Interest in the tender.

Login to the portal with the username/password.

Click the “Open Access PQQs/ITTs” link (These are Invitations to Tender open to any registered supplier).

Click on the relevant PQQ/ITT to access the content.

Click the “Express Interest” button in the “Actions” box on the left-hand side of the page.

This will move the PQQ/ITT into your “My PQQ/ITTs” page. (This is a secure area reserved for your projects only).

Click on the PQQ/ITT code, you can now access any attachments by clicking the “Settings and Buyer Attachments” in the “Actions” box.

## 3. Responding to the tender.

You can now choose to “Reply” or “Reject” (please give a reason if rejecting);

You can now use the ‘Messages’ function to communicate with the buyer and seek any clarification;

Note the deadline for completion, then follow the onscreen instructions to complete the ITT;

There may be a mixture of online and offline actions for you to perform (there is detailed online help available).

If you require any further assistance use the online help, or the BravoSolution help desk is available Mon – Fri (8:00 – 18:00) on:

email: E-mail: [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk)

phone: +44 8003684850 / Fax: +44 2070800480

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at

[https://www.sell2wales.gov.wales/search/search\\_switch.aspx?ID=141910](https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=141910)

Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority's economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

Please see Appendix 9

(WA Ref:141910)

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

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

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom