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Tender

## **Repairs Management System**

River Clyde Homes

F02: Contract notice

Notice identifier: 2025/S 000-019796

Procurement identifier (OCID): ocds-h6vhtk-050f01

Published 8 May 2025, 3:31pm

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

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

River Clyde Homes

Clyde View, 22 Pottery Street

Greenock

PA15 2UZ

#### **Contact**

Brian Murphy

#### **Email**

[procurement@riverclydehomes.org.uk](mailto:procurement@riverclydehomes.org.uk)

#### **Telephone**

+44 8000132196

## **Country**

United Kingdom

## **NUTS code**

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

## **Internet address(es)**

Main address

<http://riverclydehomes.org.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA12102](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12102)

## **I.3) Communication**

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

## **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**

Repairs Management System

Reference number

RCH646

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

- 48421000 - Facilities management software package

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

Supplies

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

River Clyde Homes Group (which comprise of River Clyde Homes and its wholly owned Subsidiary Homefix Scotland) requires to procure the services of an experienced and competent company to supply and implement a Cloud Hosted Repairs Management System.

The solution must be in place and operational by April 2026.

A detailed specification for the required solution is provided within the tender response document attached as Appendix A. This should be read and fully understood before submitting a tender response.

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

This contract is divided into lots: No

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

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

- 48000000 - Software package and information systems
- 48100000 - Industry specific software package

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

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

Inverclyde

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

River Clyde Homes Group (which comprise of River Clyde Homes and its wholly owned Subsidiary Homefix Scotland) requires to procure the services of an experienced and competent company to supply and implement a Cloud Hosted Repairs Management System.

The solution must be in place and operational by April 2026.

A detailed specification for the required solution is provided within the tender response document attached as Appendix A. This should be read and fully understood before submitting a tender response.

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

Quality criterion - Name: Solution / Weighting: 62.50%

Quality criterion - Name: Implementation Plan / Weighting: 5.00%

Quality criterion - Name: Fair Work First / Weighting: 2.50%

Quality criterion - Name: Data Protection Checklist / Weighting: Pass/Fail

Price - Weighting: 30%

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

Duration in months

48

This contract is subject to renewal

Yes

## Description of renewals

The contract will run for an initial four-year duration. RCH may wish, at its sole discretion, to extend any resultant agreement in 12 month increments, in perpetuity subject to the agreement of the successful bidder.

### **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

### **II.2.14) Additional information**

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

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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

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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

Date

9 June 2025

Local time

12:00pm

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

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

Date

9 June 2025

Local time

12:00pm

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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: April 2029

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

Tender documents must be submitted electronically via the PCS electronic post-box. Any tender not submitted via the post-box will not be considered. Any questions in relation to the tender must be raised via the 'Question and Answer' function of the PCS website.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at [https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=798344](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=798344).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at [https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:798344)

Download the ESPD document here: [https://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=798344](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=798344)

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

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



Greenock Sheriff Court and Justice of the Peace Court

1 Nelson Street

Greenock

Telephone

+44 1475787073

Country

United Kingdom