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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

The closing date and time has been changed to:

16 June 2025, 12:00pm

See the [change notice](#).

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

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

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.

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

Originally published as:

Date

9 June 2025

Local time

12:00pm

Changed to:

Date

16 June 2025

Local time

12:00pm

See the [change notice](#).

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

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.

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.

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

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