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Planning

## **Factoring Software System**

The Wheatley Housing Group Limited

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-020652

Procurement identifier (OCID): ocds-h6vhtk-047b3b

Published 5 July 2024, 3:48pm

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

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

The Wheatley Housing Group Limited

25 Cochrane Street

Glasgow

G1 1HL

#### **Email**

[procurement@wheatley-group.com](mailto:procurement@wheatley-group.com)

#### **Telephone**

+44 8004797979

#### **Country**

United Kingdom

**NUTS code**

UKM82 - Glasgow City

**Internet address(es)**

Main address

<http://www.wheatley-group.com>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA10306](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10306)

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

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

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

Factoring Software System

#### **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**

Factoring (Property Management) is an important business function to the Group, and it recognises a need to:

-Have a system that can accurately apportion factoring costs, manage the billing and payment of invoices. Including the ability to invoice customers electronically by email or via their online account.

-Have a system that can support our debt recovery activities, including the holding of payment arrangements, the application of late payment fees and holding of any documentation relating to court proceedings.

-Manage the recharge of buildings insurance and the issue of related documents.

-Manage direct debit payments and allow customers to set this up electronically via their online account.

-Manage the process of property sales, including solicitors' letters and apportionment of charges based on date of sale/purchase.

-Produce accurate and relevant reports on financial, repairs and customer activity.

-Record all customer engagement by phone, email, letter and via online accounts (e.g. webchat)

-Hold templates for customer communication, e.g. invoice, letters, and account statements.

-Manage our repairs activity throughout the process of customer reporting a repair to the recharge of costs. This should include the ability to set timescales on different types of repairs and manage and record the consent for works where this is required.

-Manage cases for customer enquiries and complaints with preset timescales built in to ensure that our SLAs are met.

-Link properties for owners of multiple properties, providing a consolidated balance for easier management of their account(s).

### **II.1.5) Estimated total value**

Value excluding VAT: £400,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKM82 - Glasgow City

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

Factoring (Property Management) is an important business function to the Group, and it recognises a need to:

-Have a system that can accurately apportion factoring costs, manage the billing and payment of invoices. Including the ability to invoice customers electronically by email or via their online account.

-Have a system that can support our debt recovery activities, including the holding of payment arrangements, the application of late payment fees and holding of any documentation relating to court proceedings.

-Manage the recharge of buildings insurance and the issue of related documents.

-Manage direct debit payments and allow customers to set this up electronically via their online account.

- Manage the process of property sales, including solicitors' letters and apportionment of charges based on date of sale/purchase.
- Produce accurate and relevant reports on financial, repairs and customer activity.
- Record all customer engagement by phone, email, letter and via online accounts (e.g. webchat)
- Hold templates for customer communication, e.g. invoice, letters, and account statements.
- Manage our repairs activity throughout the process of customer reporting a repair to the recharge of costs. This should include the ability to set timescales on different types of repairs and manage and record the consent for works where this is required.
- Manage cases for customer enquiries and complaints with preset timescales built in to ensure that our SLAs are met.
- Link properties for owners of multiple properties, providing a consolidated balance for easier management of their account(s).

## **II.3) Estimated date of publication of contract notice**

2 September 2024

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

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

Please see refer to the PIN Questionnaire attached to this Notice. If you are interested in this tender opportunity, please complete and return this Questionnaire by the deadline stated within.

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=771743](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=771743).

(SC Ref:771743)