

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/021573-2023>

Contract

Cloud-Based Maintenance Compliance, Asset Management and Scheduling Software

CASTLES & COASTS HOUSING ASSOCIATION LIMITED

F23: Social and other specific services – concessions

Concession award notice

Notice identifier: 2023/S 000-021573

Procurement identifier (OCID): ocds-h6vhtk-03e12a

Published 26 July 2023, 8:50am

Section I: Contracting authority/entity

I.1) Name and addresses

CASTLES & COASTS HOUSING ASSOCIATION LIMITED

5 Paternoster Row

CARLISLE

CA38TT

Contact

David Poulton

Email

david.poulton@castlesandcoasts.co.uk

Telephone

+44 7435811821

Country

United Kingdom

Region code

UKD12 - East Cumbria

Charity Commission (England and Wales)

RS007617

Internet address(es)

Main address

<https://castlesandcoasts.co.uk/>

I.6) Main activity

Other activity

Housing Association

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Cloud-Based Maintenance Compliance, Asset Management and Scheduling Software

II.1.2) Main CPV code

- 72212214 - Network operating system software development services

II.1.3) Type of contract

Services

II.1.4) Short description

Implementation as part of a digital and customer transformation programme, software to manage maintenance and activities. This has been implemented successfully and the

cost of change would make re-tendering uncompetitive for alternate solution at this stage. The intention is to award a 3 years contract with the option to extend

II.1.5) Estimated total value

Value excluding VAT: £131,598.25

II.1.6) Information about lots

This concession is divided into lots: No

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

Value excluding VAT: £131,598.25

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)

II.2.4) Description of the procurement

As part of a digital and customer transformation programme, a license agreement - for use of software integration between systems has been implemented. As part of a digital and customer transformation programme, software to manage maintenance and activities. This has been implemented successfully and the cost of change would make re-tendering uncompetitive for alternate solution at this stage. The intention is to award a 3 years contract with the option to extend.

II.2.7) Duration of the concession

Duration in months

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Award procedure without prior publication of a concession notice in the cases listed below

- The services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

The award was given based on technical ability to provide Castles and Coasts Housing Association with complex IT solutions, Total Mobile Solution has been implemented successfully and is not provided by any other provider. The cost of change due to the number of system integration and process changes would cause adverse cost.

IV.1.11) Main features of the award procedure

The works or services can be provided only by a particular economic operator for the following reason:

absence of competition for technical reasons

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-019963](#)

Section V. Award of concession

A concession/lot is awarded: Yes

V.2) Award of concession

V.2.1) Date of concession award decision

26 July 2023

V.2.2) Information about tenders

Number of tenders received: 1

V.2.3) Name and address of the concessionaire

Total Mobile limited

Belfast Office, Pilot Point, 21 Calrendon road

Belfast

BT1 3BG

Country

United Kingdom

NUTS code

- UKD - North West (England)

Companies House

NI018486

V.2.4) Information on value of concession and main financing terms (excluding VAT)

Total value of the concession/lot: £131,598.25

Section VI. Complementary information

VI.3) Additional information

Totalmobile Connect, from Totalmobile Ltd has been implemented successfully and is not provided by any other provider. The cost of change due to the number of system integrations and process changes would make re-tendering uncompetitive for alternate solutions. The Contracting Authority had the option to use G-Cloud as a route to market but this offered significantly less competitive value for money than going direct, which is the primary reason for this notice. The contractual agreement will be reviewed after the term has expire in 2026