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Planning

## **Caseload Management System**

Moat Homes Limited

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-023600

Procurement identifier (OCID): ocids-h6vhtk-03626e

Published 24 August 2022, 12:22pm

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

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

Moat Homes Limited

Mariner House, Galleon Boulevard, Crossways

Dartford

DA2 6QE

#### **Contact**

Mr Robert Lewins

#### **Email**

[Tenders@moat.co.uk](mailto:Tenders@moat.co.uk)

#### **Telephone**

+44 03003230011

#### **Country**

United Kingdom

**Region code**

UKJ - South East (England)

**Internet address(es)**

Main address

[www.moat.co.uk](http://www.moat.co.uk)

Buyer's address

[www.moat.co.uk](http://www.moat.co.uk)

**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**

Caseload Management System

Reference number

DN629754

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

- 48100000 - Industry specific software package

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

Supplies

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

Prior Information Notice

Moat Homes Ltd (Moat) is a leading housing association with over 21,000 homes in the South East of England. For over fifty years, Moat has delivered high quality general needs homes for affordable rent, supported accommodation and tenancy support services and affordable home ownership schemes.

Moat is issuing this prior information notice (PIN) to support its understanding of the market interest and to obtain feedback from potential providers. The primary focus is to better understand the market, as well as any perceived risks and opportunities, which will assist with the development of the procurement approach and tender documentation.

Moat is seeking views and information in relation to the provision of a caseload management system suitable for rent, service charges and other housing related debt collection. The system must use predictive analytics and support a multi-tenure patch-based approach, and be capable of producing accurate, detailed performance management reports and analytics.

Moat requires a system compatible with MIS and Microsoft Dynamics and delivers high data protection standards.

Moat is seeking a supplier who will provide excellent post-sales support services, is open to customer feedback and responsive to changes needed to support the working practices

of the organisation. Ongoing maintenance and upgrades are imperative and will be taken into consideration as part of the procurement process.

Currently, we are looking for organisations that may be interested in this opportunity to identify themselves and express their interest and who may be able to meet with Moat staff to provide further feedback.

Interested parties are requested to provide the following information by e-mail to [Tenders@Moat.co.uk](mailto:Tenders@Moat.co.uk) by no later than 12 noon on Monday, 19th September 2022:

- A high level overview of the system(s) you are able to offer, with examples of where these are currently being used
- Details of the capability of the solution(s) to be adapted to meet specific customer requirements
- Details of the training and ongoing support available to system users at Moat
- Details of your approach to data integrity and data protection matters
- Possible available dates for product demonstrations either online (via Teams or similar) or by way of presentation at Moat's head office in Dartford, Kent to take place in October 2022.

Note:

Not responding to this Prior Information shall not prevent any economic operator from participating in any future procurement process.

The publication of this PIN does not signify the beginning of any formal procurement process and does not constitute a commitment by Moat to undertake any future procurement process.

Moat may withdraw or amend any information contained in this PIN at any time and without notice.

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

This contract is divided into lots: No

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

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

- 48440000 - Financial analysis and accounting software package
- 48219300 - Administration software package

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

NUTS codes

- UKJ - South East (England)

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

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

30 September 2022

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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