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Contract

## **Provision of Housing Management System with Customer Relationship Management**

Hafod Housing Association

F03: Contract award notice

Notice identifier: 2024/S 000-024879

Procurement identifier (OCID): ocids-h6vhtk-041b9b

Published 7 August 2024, 2:23pm

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

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

Hafod Housing Association

St Hilary Court, Copthorne Way, Culverhouse Cross

CARDIFF

CF5 6ES

#### **Email**

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

#### **Telephone**

+44 2920675823

#### **Fax**

+44 2920672499

#### **Country**

United Kingdom

**NUTS code**

UKL22 - Cardiff and Vale of Glamorgan

**Internet address(es)**

Main address

<https://www.hafod.org.uk>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA1147](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA1147)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

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

Other type

Registered Social Landlord

**I.5) Main activity**

Other activity

Registered Social Landlord

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## **Section II: Object**

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

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

Provision of Housing Management System with Customer Relationship Management

Reference number

2024H000072.00

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

- 48612000 - Database-management system

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

Supplies

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

The scope of this tender is to review proposals for the Provision and implementation of a Housing Management System with Customer Relationship Management.

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

This contract is divided into lots: No

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

Value excluding VAT: £1,381,099.20

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

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

- 72253200 - Systems support services
- 72250000 - System and support services
- 48810000 - Information systems
- 48781000 - System management software package
- 48780000 - System, storage and content management software package

- 48627000 - Real-time operating system software package
- 48610000 - Database systems
- 48625000 - Open systems operating systems

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

NUTS codes

- UKL22 - Cardiff and Vale of Glamorgan

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

Hafod are seeking an intuitive Housing Management System, with Customer Relationship Management System, to better support our housing and tenancy management. We are taking a 'customer first' approach, in line with Hafod's organisational strategy, to allow us to adapt to meet the needs of our Care, Support and Housing services better than before and to ensure we are compliant in providing safe assets and safe housing for our customers. We need to ensure that any transactions or enquiries made from our customers are recorded, through good CRM methods.

We are seeking to move to a streamlined systems landscape, where we rely less on point solutions and multiple integrations between various systems, which prove to be cumbersome for colleagues. Hafod has adopted a cloud first approach to our technology platforms and, as such, are seeking a Software as a Service (SaaS) system as part of our tender. This approach is clearly outlined in our Digital Strategy.

The key deliverables for this project are:

- Ensuring our services and systems are aligned to our customer needs and preferences
- Driving service and customer-based process and delivery efficiencies through the use of technology
- An integrated, modern HMS to manage our tenancies, assets, repairs and planned works.
- A system that captures data for our new builds at the beginning of the lifecycle to inform colleagues across the organisation.
- A consolidated system landscape that has the ability to be flexible in changes to the organisation or provision of our services.
- Shift to a SaaS solution, per our Digital Strategy

- Improved access to documents from centralised storage
- Improvement in data reporting and the ability to capture more qualitative data.
- Better capture, recording, quality and monitoring of our customer and asset data.
- Aligning customer information from across the organisation in one place, creating a clear customer journey for our colleagues
- Increased opportunities for our customers to self-serve
- Seamless/improved integration with our new Finance System and other systems currently in use or introduced in the future.

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

Quality criterion - Name: quality / Weighting: 70

Price - Weighting: 30

#### **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

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## **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.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-034398](#)

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## **Section V. Award of contract**

### **Contract No**

2024H000072.00

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

25 July 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

CIVICA UK LIMITED

Southbank Central, 30 Stamford Street

London

SE19LQ

Telephone

+44 7936882670

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1,381,099.20

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## **Section VI. Complementary information**

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

(WA Ref:143644)

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

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

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom