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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): ocds-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

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

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

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

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](#)

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

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