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Tender

Provision of Asset Management Software

MIDLAND HEART LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-031294

Procurement identifier (OCID): ocds-h6vhtk-054625 ([view related notices](#))

Published 10 June 2025, 2:51pm

Scope

Description

Midland Heart is seeking to procure a new Asset Management System to support the delivery of our Asset Management Strategy and our forthcoming corporate plan, “Tenants at Heart” 2026–2030.

This procurement represents a strategic opportunity to modernise and replace core systems that underpin our Asset Investment Strategy. Our key objectives are to drive operational efficiency by eliminating off-system processes and manual workarounds, while significantly enhancing the tenant journey and overall tenant experience.

This initiative forms a critical part of our internal project, “Knowing our Properties”, which focuses on strengthening our data, intelligence, and information systems to deliver better, more informed services for our tenants.

The asset management software must adhere to industry best practices and be fully supported by a third-party provider. The system should be a proven, largely “off-the-shelf” solution already in use by other comparable Housing Associations. It must offer a clear and ongoing development plan aligned with the requirements of the Social Housing sector, including the ability to adapt to future legislative and business changes / needs.

Total value (estimated)

- £1,000,000 excluding VAT
- £1,200,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 11 August 2025 to 11 August 2028
- Possible extension to 18 August 2033
- 8 years, 8 days

Description of possible extension:

1+1+1+1+1+1+1+1+1+1

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Submission

Submission type

Tenders

Tender submission deadline

7 July 2025, 6:00pm

Submission address and any special instructions

<https://in-tendhost.co.uk/midlandheart/asp/Home>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

30 July 2025

Award criteria

Name	Description	Type
Simple description	75% Quality 25% Price	Price

Weighting description

75% Quality

25% Price

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

ITT Stage followed by Supplier Presentations and Discussions

Contracting authority

MIDLAND HEART LIMITED

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Birmingham

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United Kingdom

Email: commercial.team@midlandheart.org.uk

Region: UKG31 - Birmingham

Organisation type: Public authority - sub-central government