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Planning

## **Replacement of Business Systems**

Tai Tarian Ltd

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-031568

Procurement identifier (OCID): ocds-h6vhtk-04a516

Published 2 October 2024, 3:22pm

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

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

Tai Tarian Ltd

Ty Gwyn, Brunel Way, Baglan Energy Park

Neath

SA11 2FP

#### **Email**

[procurement@taitarian.co.uk](mailto:procurement@taitarian.co.uk)

#### **Telephone**

+44 1639505890

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.taitarian.co.uk>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA1087](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA1087)

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Other type

Registered Social Landlord

**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**

Replacement of Business Systems

**II.1.2) Main CPV code**

- 48000000 - Software package and information systems

**II.1.3) Type of contract**

Supplies

**II.1.4) Short description**

Tai Tarian is a not-for-profit Registered Social Landlord that was set up in March 2011 to manage, maintain and improve over 9,000 properties spread throughout the Neath Port Talbot County Borough.

Tai Tarian are undertaking an organisation wide Transformation Programme consisting of five inter-linking workstreams:

- 1) Customer Experience – At the root of the strategic themes upon which all others are built is customer experience. We have a clear need to continuously assess the services, experience and customer journey with an aim of becoming externally accredited/recognised for our high-quality customer experience.
- 2) Colleague Experience – It is apparent that a key theme of change is around the colleague experience and ensuring that we deliver the highest quality experience to create a high-performance environment that attracts and supports the best talent we can gain access to.
- 3) Organisational – There are a number of goals that sit at the organisational level, particularly around having absolute clarity on the offerings, services and resulting operating model that needs to orient more towards our customer experience.
- 4) Data and Digital – Much of how we will deliver in the future will be underpinned by modern platforms and applications that allow us to derive insight from our data, which will be well managed, in order to become an evidence based organisation that is delivering high quality digital experiences for all.
- 5) Business Systems – There is a significant level of legacy and technical debt that has been built up over time that will have to be addressed as part of the transformation. This theme picks up these underpinning activities that are necessary to enable the transformation.

To support our transformation, we are looking to replace our existing business systems, with a goal to ensure our services are of the highest quality and that our employees and stakeholders are not burdened by inefficient processes and systems.

This PIN is a Pre-Market Engagement issued by Tai Tarian to gain an understanding of options available in the market, prior to finalising our requirements ahead of the next stage of procurement. We are also looking for this PIN to guide what areas we should cover in the procurement to ensure we select the best products for Tai Tarian.

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

This contract is divided into lots: No

## **II.2) Description**

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

- 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
- 72253200 - Systems support services
- 48812000 - Financial information systems
- 48510000 - Communication software package
- 48400000 - Business transaction and personal business software package

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

NUTS codes

- UKL17 - Bridgend and Neath Port Talbot

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

We want our core business systems to work in a way that:

- Supports standard ways of working, better data collection, accuracy, completeness, and security (particularly in a mobile working environment).
- Enhances colleague experience and efficiency and effectiveness of operational decision making through standardised and ad hoc reporting.
- Creates a single view of a person/property record, removing double-handling and manual inefficiencies.
- Has the ability to transform service delivery through improving digital ways of working for customers, staff and contractors.
- Enables the management team to take a holistic view of the people (our tenants) and the property they live in, intuitively collecting, grouping and consolidating data which makes

the identification of patterns, trends and insights easy.

- Supports enhancements in the customer experience.
- Supports an 'industry standardised' IT architecture, open APIs and the ability to extract data into an organisation data warehouse / lake.
- Demonstrates future proofing and scalability for a 10-15 year, horizon.

The first phase of our business systems replacement programme includes the following areas:

- Asset management (including properties, land, garages, shops and wider assets)
- Property maintenance and work order management
- Finance
- Housing management (ensuring compatibility with Renting Homes Wales Act)
- Proactive and predictive income management
- Customer safety (Property Compliance)
- Case management (e.g. Anti-Social Behaviour, Damp Mould and Condensation, Financial Inclusion)
- Customer relationship management
- Agile/Mobile working
- Workflow
- Work scheduling across multiple teams, e.g. Property maintenance, Property Improvement, Housing, Customer Safety etc.

Interested suppliers should note that Tai Tarian anticipates awarding contracts in Lots, but these are yet to be finalised and will be confirmed following the Pre-Market Engagement.

Interested suppliers are invited to attend 'Meet the Buyer' sessions, held throughout the month of November at Tai Tarian's head office, Ty Gwyn.

To register your interest in attending please email [procurement@taitarian.co.uk](mailto:procurement@taitarian.co.uk)

The deadline to register is 12PM Wednesday 30th October 2024.

The session will allow interested suppliers the opportunity to meet with Tai Tarian's representatives to gain an understanding of our requirements.

In addition to this, Tai Tarian hopes that by providing this opportunity, suppliers can demonstrate what is currently possible in the market and to help shape our requirements moving forward.

For example, we are asking interested suppliers:

- How their systems could bring benefit to Tai Tarian and our stakeholders.
- To provide a demonstration of their proposed solution.
- What makes a contract attractive to them.
- Their experience of undertaking similar contracts.
- Their experience both within and outside the Housing sector.
- Lessons learnt from previous contracts.
- Why they want to work with Tai Tarian.
- Innovative ways of working (doing things differently)

Please note that 'Meet the Buyer' sessions will only be carried out on specified days during November and that slots will be allocated on a first come first served basis. When all slots are filled, we will be unable to extend these sessions further.

Please note that recording an interest is voluntary and potential tenderers will not be advantaged or disadvantaged through participation in any 'Meet the Buyer' session and any discussions held will not form part of any formal tender process. Tai Tarian reserves the right to change its requirements prior to the Contract Notice being issued and this PIN does not commit Tai Tarian to undertake any procurement process.

It is anticipated that a Contract Notice will be published early January 2025.

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

31 January 2025

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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

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## **Section VI. Complementary information**

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

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

[https://www.sell2wales.gov.wales/Search/Search\\_Switch.aspx?ID=144970](https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=144970).

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