

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/031603-2024>

Award

## **Housing Management System**

Cartrefi Conwy Cyfyngedig

F15: Voluntary ex ante transparency notice

Notice identifier: 2024/S 000-031603

Procurement identifier (OCID): ocds-h6vhtk-04a52d

Published 2 October 2024, 5:01pm

### **Section I: Contracting authority/entity**

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

Cartrefi Conwy Cyfyngedig

Morfa Gele - Cae Eithin, North Wales Business Park

Abergele

LL22 8LJ

#### **Contact**

Stacey Faughnan

#### **Email**

[stacey.faughnan@cartreficonwy.org](mailto:stacey.faughnan@cartreficonwy.org)

#### **Telephone**

+44 3001240040

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.cartreficonwy.org>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA1206](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA1206)

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

Other type

Registered Social Landlord

**I.5) Main activity**

Housing and community amenities

---

**Section II: Object**

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

**II.1.1) Title**

Housing Management System

**II.1.2) Main CPV code**

- 48000000 - Software package and information systems

**II.1.3) Type of contract**

Supplies

**II.1.4) Short description**

This notice sets out Cartrefi Conwy's intention to award a contract to Capita One Limited for the provision of a Housing Management System.

The proposed contract is for a period of three years.

#### **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: £344,400

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

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

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKL13 - Conwy and Denbighshire

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

This notice sets out Cartrefi Conwy's intention to award a contract to Capita One Limited for the provision of a Housing Management System.

The proposed contract is for a period of three years and has a total value of 344,400 GBP excluding VAT.

Cartrefi Conwy considers that the award of the contract is permitted under Regulation 32(2)(b)(ii) of the Public Contracts Regulation 2015 (the PCR). Regulation 32(2)(b)(ii) of the PCR allows contracting authorities to award a public contract by a negotiated procedure without prior publication on the grounds that no other supplier is available for technical reasons and where no reasonable substitute exists. Cartrefi Conwy considers that due to the complexity of and fundamental nature of the current service being provided by Capita One Limited the process to fully specify, scope, procure and mobilise an alternate provider will take up to three years. In particular the current system provides extensive services and features that cover areas such as Rent Accounting, property maintenance, tenant access portals, mobile working, repairs costing, resident

involvement, property & person details, CRM & case management. These modules are reliant on a specific set of hardware infrastructure that has been tailored to ensure best performance.

Cartrefi Conwy has commenced the replacement process but it requires continued service for the period up to July 2027 to complete it. Given the aforementioned technical complexity, the incumbent is the only provider reasonably available to provide this service for the required period.

In the alternative, Cartrefi Conwy considers that the award of the contract is permitted under Regulation 32(2)(c) of the PCR. Regulation 32(2)(c) permits the award of a public contract for reasons of extreme urgency brought about by events unforeseeable by the contracting authority, where the time limits for the open or restricted procedures or competitive procedures with negotiation cannot be complied with. Cartrefi Conwy was in the process of securing a permitted extension to its existing contract with the incumbent. However, a corporate reorganisation involving the incumbent, and outside of the control of Cartrefi Conwy, prevented this from being completed in good time before the expiry of the contract. Given the need to maintain this essential system for the duration of the re-procurement project a contract is required to be awarded urgently. The award of a contract pursuant to Regulation 32(2)(c) is therefore strictly necessary, for reasons of extreme urgency, to ensure business continuity for Cartrefi Conwy.

#### **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**

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
  - absence of competition for technical reasons

## Explanation:

Cartrefi Conwy considers that the award of the contract is permitted under Regulation 32(2)(b)(ii) of the Public Contracts Regulation 2015 (the PCR). Regulation 32(2)(b)(ii) of the PCR allows contracting authorities to award a public contract by a negotiated procedure without prior publication on the grounds that no other supplier is available for technical reasons and where no reasonable substitute exists. Cartrefi Conwy considers that due to the complexity of and fundamental nature of the current service being provided by Capita One Limited the process to fully specify, scope, procure and mobilise an alternate provider will take up to three years. In particular the current system provides extensive services and features that cover areas such as Rent Accounting, property maintenance, tenant access portals, mobile working, repairs costing, resident involvement, property & person details, CRM & case management. These modules are reliant on a specific set of hardware infrastructure that has been tailored to ensure best performance.

Cartrefi Conwy has commenced the replacement process but it requires continued service for the period up to July 2027 to complete it. Given the aforementioned technical complexity, the incumbent is the only provider reasonably available to provide this service for the required period.

In the alternative, Cartrefi Conwy considers that the award of the contract is permitted under Regulation 32(2)(c) of the PCR. Regulation 32(2)(c) permits the award of a public contract for reasons of extreme urgency brought about by events unforeseeable by the contracting authority, where the time limits for the open or restricted procedures or competitive procedures with negotiation cannot be complied with. Cartrefi Conwy was in the process of securing a permitted extension to its existing contract with the incumbent. However, a corporate reorganisation involving the incumbent, and outside of the control of Cartrefi Conwy, prevented this from being completed in good time before the expiry of the contract. Given the need to maintain this essential system for the duration of the re-procurement project a contract is required to be awarded urgently. The award of a contract pursuant to Regulation 32(2)(c) is therefore strictly necessary, for reasons of extreme urgency, to ensure business continuity for Cartrefi Conwy.

### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

---

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

A contract/lot is awarded: Yes

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

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

25 July 2024

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

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

#### **V.2.3) Name and address of the contractor/concessionaire**

Capita One Limited

65 Gresham Street

London

EC2V 7NQ

Country

United Kingdom

NUTS code

- UKI - London

National registration number

15370298

The contractor/concessionaire is an SME

No

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

Total value of the contract/lot/concession: £344,400

---

## **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=144769.](https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=144769)

(WA Ref:144769)

### **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