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Planning

## **RFI for a Repairs & Maintenance system that integrates with other portals and systems**

Connexus Homes Limited

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-032153

Procurement identifier (OCID): ocids-h6vhtk-038409

Published 14 November 2022, 11:19am

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

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

Connexus Homes Limited

The Gateway, The Auction Yard

Craven Arms

SY7 9BW

#### **Contact**

Tracy Penrose-Gould

#### **Email**

[PMO@connexus-group.co.uk](mailto:PMO@connexus-group.co.uk)

#### **Telephone**

+44 3332313233

**Country**

United Kingdom

**NUTS code**

UKG - West Midlands (England)

**Internet address(es)**

Main address

<http://www.connexus-group.co.uk>

Buyer's address

[https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA7601](https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA7601)

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

The contract is awarded by a central purchasing body

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Other type

Housing Association

**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**

RFI for a Repairs & Maintenance system that integrates with other portals and systems

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

- 72000000 - IT services: consulting, software development, Internet and support

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

Services

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

Connexus Homes Limited are considering options for the provision of a Repairs & Maintenance system to manage the end-to-end processes for responsive repairs, voids, cyclical works, planned maintenance, gas, electrical, compliance, and ground-works operations. The system must also integrate seamlessly and in real-time with customer self-service, contractor and supplier portals and internal management systems to enable authorised users to diagnose and report faults, track and update job progress, view and upload related documents, photos and information, generate compliance certificates, raise orders and invoices, and monitor, analyse and report on service KPIs and performance.

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

This contract is divided into lots: Yes

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lot 1 - Repairs & Maintenance System

Lot 2 - Customer Self-service System

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

#### **II.2.1) Title**

Repairs & Maintenance System

Lot No

1

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

- 72200000 - Software programming and consultancy services
- 72210000 - Programming services of packaged software products
- 72220000 - Systems and technical consultancy services
- 72221000 - Business analysis consultancy services
- 72222000 - Information systems or technology strategic review and planning services
- 72223000 - Information technology requirements review services
- 72224000 - Project management consultancy services
- 72224100 - System implementation planning services
- 72224200 - System quality assurance planning services
- 72225000 - System quality assurance assessment and review services
- 72226000 - System software acceptance testing consultancy services
- 72227000 - Software integration consultancy services
- 72228000 - Hardware integration consultancy services
- 48170000 - Compliance software package
- 48217000 - Transaction-processing software package
- 48400000 - Business transaction and personal business software package
- 48430000 - Inventory management software package
- 48514000 - Remote access software package
- 48627000 - Real-time operating system software package
- 48700000 - Software package utilities
- 48980000 - Programming languages and tools
- 48000000 - Software package and information systems
- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package

- 51610000 - Installation services of computers and information-processing equipment
- 72240000 - Systems analysis and programming services
- 72250000 - System and support services
- 72254000 - Software testing
- 72265000 - Software configuration services
- 72266000 - Software consultancy services
- 72267000 - Software maintenance and repair services
- 72500000 - Computer-related services
- 72600000 - Computer support and consultancy services

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

NUTS codes

- UKG - West Midlands (England)

Main site or place of performance

Across Shropshire and Herefordshire

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

Connexus Homes Limited is currently reviewing the provision of a Repairs & Maintenance system that integrates seamlessly and in real-time with customer self-service, contractor and supplier portals and existing management systems.

Connexus Homes Limited are committed to delivering a first-class universal repairs and maintenance service to customers that offers resolution at the first point of contact. Our 'Connexus Way' operating model aims to put the customer front and centre and deliver efficient and equitable services to all users based on modern accessible systems.

As part of developing our plans to meet this requirement we are issuing this Request for Information (RFI). This RFI is one vehicle by which we can systematically identify similarities and differences between suppliers in the market, and gain a greater understanding of specific suppliers' abilities, core business and strategic outlook with respect to the Repairs & Maintenance system provision.

### **II.2.14) Additional information**

The purpose of this RFI is to allow Connexus to gauge supplier interest, assess supplier responses and use the resultant assessments in future decision making in regard to supply of the Opportunity.

## **II.2) Description**

### **II.2.1) Title**

Customer Self-service System

Lot No

2

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

- 72000000 - IT services: consulting, software development, Internet and support
- 72210000 - Programming services of packaged software products
- 72220000 - Systems and technical consultancy services
- 72223000 - Information technology requirements review services
- 72224000 - Project management consultancy services
- 72225000 - System quality assurance assessment and review services
- 72226000 - System software acceptance testing consultancy services
- 72227000 - Software integration consultancy services
- 72228000 - Hardware integration consultancy services
- 72240000 - Systems analysis and programming services
- 72250000 - System and support services
- 72254000 - Software testing
- 72265000 - Software configuration services
- 72266000 - Software consultancy services
- 72267000 - Software maintenance and repair services
- 72500000 - Computer-related services
- 72600000 - Computer support and consultancy services

- 48170000 - Compliance software package
- 48217000 - Transaction-processing software package
- 48400000 - Business transaction and personal business software package
- 48430000 - Inventory management software package
- 48514000 - Remote access software package
- 48627000 - Real-time operating system software package
- 48700000 - Software package utilities
- 48980000 - Programming languages and tools
- 48000000 - Software package and information systems
- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 51610000 - Installation services of computers and information-processing equipment

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

NUTS codes

- UKG - West Midlands (England)

Main site or place of performance

Across Shropshire and Herefordshire

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

Connexus Homes Limited are considering options for the provision of a Customer Self-service System to enable customers to access self service facilities online through our website and/or their own devices (PC, tablet, smart-phone and SMS). The system must integrate seamlessly and in real-time with our existing management systems to enable authorised users to update personal and household details, view available properties and make applications, set up direct debits and payment arrangements, diagnose and book repairs and view repairs history, receive reminders and update appointments, send messages and feedback, and view self-fix information, videos and bulletins.

As part of developing our plans to meet this requirement we are issuing this Request for Information (RFI). This RFI is one vehicle by which we can systematically identify similarities and differences between suppliers in the market, and gain a greater understanding of specific suppliers' abilities, core business and strategic outlook with respect to the Customer Self-Service system provision.

#### **II.2.14) Additional information**

The purpose of this RFI is to allow Connexus to gauge supplier interest, assess supplier responses and use the resultant assessments in future decision making in regard to supply of the Opportunity.

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

13 February 2023

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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 myTenders Web Site at

[https://www.mytenders.co.uk/Search/Search\\_Switch.aspx?ID=227795](https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=227795).

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