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Tender

## **Provision of Housing Management System with Customer Relationship Management**

Hafod Housing Association

F02: Contract notice

Notice identifier: 2023/S 000-034398

Procurement identifier (OCID): ocids-h6vhtk-041b9b

Published 21 November 2023, 1:22pm

The closing date and time has been changed to:

**19 January 2024, 12:00pm**

See the [change notice](#).

### **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](mailto: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](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.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

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

Other type

Registered Social Landlord

## **I.5) Main activity**

Other activity

Registered Social Landlord

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## **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.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**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

3 x up to 2 year periods

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **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.2.2) Time limit for receipt of tenders or requests to participate**

Originally published as:

Date

12 January 2024

Local time

12:00pm

Changed to:

Date

19 January 2024

Local time

12:00pm

See the [change notice](#).

**IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

12 January 2024

Local time

12:30pm

Place

electronically via eTenderWales

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**Section VI. Complementary information**

**VI.1) Information about recurrence**

This is a recurrent procurement: No

**VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

**VI.3) Additional information**

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at [https://www.sell2wales.gov.wales/search/search\\_switch.aspx?ID=136656](https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=136656)

Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority's economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

Please refer to the tender documents

(WA Ref:136656)

## **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