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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): ocds-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

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

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

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

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

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

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

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