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Planning

## Supply of ICT Systems/Applications/Platforms/SaaS

Curo Group

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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## Scope

### Description

Between June and November 2023, Curo embarked on an exercise to develop its IT/Digital strategy to underpin its 10-year vision and corporate strategic objectives. The strategy includes a five-year roadmap and high-level business case for change.

During the strategy discovery phase, we undertook a desktop exercise to evaluate the social housing software vendor market to identify solution options for supporting our strategy, both addressing limitation with our existing legacy systems and to open up innovation, future-fit opportunities and better potential to meet our long-term business goals. Through this exercise we concluded that there are a number of different approaches that could be taken to updating our systems:

- Option 1 - Platform with bespoke configuration for our defined requirements/specifications e.g. Salesforce, Microsoft Dynamics
- Option 2 - Housing Management software/product hosted on a platform. E.g. Iproperty on MS Dynamics as an example

- Option 3 - Traditional housing management software similar to current approach - Aareon QL
- Option 4 - best of breed approach - similar to our current environment but with different products for different requirements, integrated to provide market leading products in each business area

This RFI process seeks to identify the benefits and drawbacks/risks to each of these approaches in order to help us finalise our ICT and Procurement strategy.

Each of the above have pro's and con's, differing cost points, differing implementation timescales etc. so as we review the products, we will use high level criteria to help with an assessment scoring. This is not scoring the actual product or supplier and will not take place of a full procurement evaluation; it will be a scoring of the pro's and con's of the approaches so that we can start to evaluate which approach we might take and begin to build our full detailed requirements document ready for tender.

To support this, we are applying a high-level evaluation framework that enables us to compare different solution approaches in a consistent way. This framework avoids detailed technical scoring and instead concentrates on the eight key strategic themes in the table below.

#### Criteria Description

- 1 Strategic Fit To what extent does the solution align with our long-term business strategy, organisational goals, and digital ambitions?
- 2 Future Flexibility & Scalability Will this approach adapt to changing needs, regulatory changes, and scale with our growth?
- 3 Implementation Complexity & Risk What is the estimated implementation effort, risk of disruption, and reliance on specialist skills?
- 4 Integration Capability How well does the approach support integration with other systems (existing and future)?
- 5 Total Cost Consideration (TCO) High-level estimation of total cost of ownership (including licensing, implementation, support).
- 6 Vendor Ecosystem & Support Model Maturity of the vendor or platform ecosystem, support availability, and market presence.
- 7 User Experience & Adoption Likely ease of use for staff, training burden, and ability to drive adoption.

8 Innovation Potential How well does the approach support innovation, emerging technologies (e.g., automation, AI), and continuous improvement?

### **Total value (estimated)**

- £0 excluding VAT
- £1 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 July 2026 to 30 June 2030
- Possible extension to 30 June 2032
- 6 years

### **Main procurement category**

Services

### **CPV classifications**

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

### **Contract locations**

- UK - United Kingdom
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## Engagement

### Engagement deadline

1 October 2025

### Engagement process description

The timetable for Supplier's responses to this RFI are set out below. Although Curo intend to achieve these deadlines we reserve the right to amend these dates at our sole discretion.

Stage Date

Publication of RFI 01/07/2025

Clarification Questions Deadline 25/07/2025

RFI Submission Closes 31/07/2025

Following the RFI deadline, Curo will be holding Engagement sessions that focus on specific business units or functions. We expect the engagement sessions to start w/c 4th August 2025 and to continue for 5 / 6 weeks. We may combine several areas into one week. The table below provides an indication of the proposed themes and focus areas.

Theme Focus Area

1. Customer CRM, Complex Case Management inc complaints, Resident Portals(New & existing customers ), AI-based interactions, Customer preferences.
2. Tenancy & Housing Lettings inc Allocations, Onboarding. Tenancy Management, Rent & Service Charges inc Arrears, , Customer visits and resident engagement, Care & support
3. Repairs & Scheduling Reactive Repairs inc diagnostic, Work Orders, Job Scheduling, Contractor Portal, Rechargeable Repairs, Voids, Planned Works
4. Asset & Estate Management Scheme hierarchy & attribute data, Management inc programme planning, performance, Inspections. contract management, Estates/Grounds

Maintenance,

5. Property safety Safety and Compliance inc cyclical, remedial work, evidence. Inc Complex case inc no access, Scheme hierarchy & attribute data.

6. Corporate Functions Financial Reporting, Rent accounting, Direct Debits, payroll, HR, L&D, Integration potential

7. Technical IT infrastructure (inc security, storage) integration, API, workflow configuration, Data model, BI , EDM

Dates and timings of the engagement sessions will be shared with suppliers through the course of the RFI.

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Publication date of tender notice (estimated)**

1 January 2026

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## **Contracting authority**

## **Curo Group**

- Public Procurement Organisation Number: PVMW-1379-RTDG

The Maltings, River Place, Lower Bristol Road

Bath

BA2 1EP

United Kingdom

Contact name: Mark Stephens

Email: [mark@metaprocurement.org](mailto:mark@metaprocurement.org)

Website: <https://www.curo-group.co.uk>

Region: UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Organisation type: Public authority - sub-central government

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## **Other organisation**

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

## **Meta Procurement Ltd**

Summary of their role in this procurement: Procurement Partner

- Companies House: 13864148

Peveril Drive

Nottingham

NG7 1DE

United Kingdom

Contact name: MARK STEPHENS

Telephone: 07973385737

Email: [mark@metaprocurement.org](mailto:mark@metaprocurement.org)

Region: UKF14 - Nottingham

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## Contact organisation

Contact [Curo Group](#) for any enquiries.