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Contract

Housing Management System

Cartrefi Conwy Cyfyngedig

F03: Contract award notice

Notice identifier: 2024/S 000-038750

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

Published 2 December 2024, 12:59pm

Section I: Contracting authority

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

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

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 that Cartrefi Conwy has awarded a contract to Capita One Limited for the provision of a Housing Management System.

The 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 that Cartrefi Conwy has awarded a contract to Capita One Limited for the provision of a Housing Management System.

The 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.2.5) Award criteria

Quality criterion - Name: Requirements / Weighting: 60

Cost criterion - Name: Whole Life Cycle / Weighting: 40

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

Award of a contract without prior publication of a call for competition in the cases listed below

- The 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.

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-031603](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 July 2024

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 0

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

V.2.3) Name and address of the contractor

Capita One Limited

65 Gresham Street

London

EC2V 7NQ

Country

United Kingdom

NUTS code

- UKI - London

National registration number

15370298

The contractor is an SME

No

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

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

Section VI. Complementary information

VI.3) Additional information

(WA Ref:146445)

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