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Planning

Preliminary Market Engagement for Housing Management and Rent Collection Analytics Software for Denbighshire and Flintshire County Councils

Flintshire County Council
Denbighshire County Council

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

Notice identifier: 2025/S 000-040863

Procurement identifier (OCID): ocids-h6vhtk-05610b

Published 17 July 2025, 11:45am

Scope

Description

Flintshire County Council and Denbighshire County Council are testing the market for a Housing management analytics software system to support the smooth running of internal Housing management service.

Rent Collections

The system will need to support our Rent collection service to assist in the management of caseloads, providing a workable system that can integrate with Capita Open Housing to monitor and predict payment patterns to output cases that require contact for both current and former tenancy arrears. Once output a case management system is needed to give the team and manager ways of recording case completions, contact recommendations and full reporting on rent arrears.

As a minimum the system is needed to:

- Automate Artificial Intelligence algorithms to analyse payment patterns to predict and list cases in need of contact. The system will also be required to risk score these cases to highlight those most in danger of going into arrears and needing urgent contact.
- Provide an automated messaging service to send messages in line with specifications we set. For example, cases with arrears that the team have not managed to contact in a week.
- A full caseload management system that allows the team to review the cases, provide additional case history on progress, risk assess cases for urgent contact and the ability to close cases down with outcomes for performance.
- The system needs to be able to close down any cases automatically throughout the week where contact is no longer required (reporting is required to list these cases).
- Management system that allows reporting on rent arrears management, individual officer performance and team performance. Key things are, completion rates, reports to confirm any long term unactioned cases, reports with all data sets from the system.

Housing Management

The system is required to be able to analyse data from the Open Housing system to provide us with tenancy management information for review. We require data to be extracted that will allow us to monitor tenant engagement and repeat complainants to ensure we are managing our effectively managing our tenancies.

For example, an extract from the system to record any visits that have been carried out and what dates to allow us to understand if/when a tenant has been visited. Also, information being pulled out that may not have been acted on, for example but limited to tenancy vacations, where a tenant has phoned to advise they are planning on leaving and we have noted this but not acted upon it.

Repairs Monitoring

With the introduction of the Renting Home Wales Act (Wales) and that tenants can instigate a claim against landlords for conditions of properties, a system is required to support the day-to-day management of repairs.

The system will be required to:

- Monitor repairs that are logged in the system.
- Provide analysis of the repairs and outcomes.

- Monitor any repeat repairs where there has been a requirement to return at a later stage for repeat repairs.
- Predict likely repairs required based upon existing data

The system will need to provide this information for all different levels from the team on the ground to management statistics to allow us to monitor performance.

Damp and Mould have a big impact on our tenants, and we need to be able to monitor this and any tenants impacted.

As part of the system, we would need this to be included to review data from the Open Housing system to be able to monitor and highlight any cases that may have been reported as suspected Damp and Mould, for example condensation concerns or wet walls etc.

Messaging

As part of the full system package for communication, it is a requirement that we have at minimum:

- Text messaging
- Multimedia messaging
- Automated campaigns

Integration is essential with the Capita Open Housing system to ensure that data can be extracted. We reaffirm, we are looking for an off the shelf solution that can be implemented quickly in line with our timescales.

Total value (estimated)

- £1 excluding VAT
- £1 including VAT

Above the relevant threshold

Contract dates (estimated)

- 2 March 2026 to 1 March 2029
- Possible extension to 1 March 2031
- 5 years

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support
- 48000000 - Software package and information systems

Contract locations

- UKL23 - Flintshire and Wrexham
- UKL13 - Conwy and Denbighshire

Engagement

Engagement deadline

30 September 2025

Engagement process description

Denbighshire County Council and Flintshire County Council are seeking to understand what is currently available in the Market and may invite suppliers to provide a breakdown of the key features and functions their system provides.

Suppliers are required provide evidence on how their system meet all the requirements above. Flintshire County Council and Denbighshire County Council are not looking to enter into a development relationship with a supplier. The software must be commercially off the shelf to be implemented immediately and by the 27th March 2026, if necessary. Suppliers who express an interest in this project must also confirm and provide evidence that they have this software in place.

The notice does not guarantee a procurement exercise will be completed.

If suppliers are able to provide the requirements of this notice, please email procurement@denbighshire.gov.uk with a brief description and evidence by 12 noon on 31st July 2025.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

30 September 2025

Contracting authorities

Flintshire County Council

- Public Procurement Organisation Number: PNJC-2356-PCDV

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Region: UKL23 - Flintshire and Wrexham

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales

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Region: UKL13 - Conwy and Denbighshire

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales

Contact organisation

Contact [Flintshire County Council](#) for any enquiries.