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Tender

Provision of a Housing Management, CRM, Asset Management and Repairs System (including DLO)

FAIRHIVE HOMES LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-041084

Procurement identifier (OCID): ocds-h6vhtk-056199 ([view related notices](#))

Published 17 July 2025, 4:30pm

Scope

Description

Provision of a Housing Management, CRM, Asset Management

and Repairs System (including DLO) and Tenant Portal as further detailed in the procurement documents.

Total value (estimated)

- £9,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2031

- Possible extension to 31 March 2041
- 15 years

Description of possible extension:

Up to 2x 5 years extensions at Fairhives sole discretion giving a maximum potential term of 15 years

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 70333000 - Housing services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Participation

Legal and financial capacity conditions of participation

As stated in the Procurement Specific Questionnaire (PSQ)

Technical ability conditions of participation

As stated in the Procurement Specific Questionnaire (PSQ)

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

29 July 2025, 5:00pm

Submission type

Requests to participate

Deadline for requests to participate

19 August 2025, 12:00pm

Submission address and any special instructions

<https://procontract.due-north.com/Register>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

Maximum 5 suppliers

Selection criteria:

As stated in the PSQ at:

<https://procontract.due-north.com/Register>

Award decision date (estimated)

1 January 2026

Recurring procurement

Publication date of next tender notice (estimated): 31 March 2041

Award criteria

Name	Description	Type	Weighting
Quality	Full details of the qualitative evaluation criteria, sub-criteria and percentage weightings will be set out in the Invitation to Tender (ITT) issued to the suppliers who are shortlisted following the PSQ stage.	Quality	60%
Cost	Full details of the cost evaluation criteria will be set out in the Invitation to Tender (ITT) issued to the suppliers who are shortlisted following the PSQ stage.	Cost	40%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

- Any suppliers interested in bidding will in the first instance be required to respond to a Procurement Specific Questionnaire ("PSQ"), to demonstrate their experience of delivering similar contracts and their track record etc.
- The top 5 scoring suppliers from the PSQ stage will be invited to submit a tender for the Contract in response to the ITT. As part of their tender suppliers will be required to provide their qualitative / technical proposals for the Contract together with their pricing proposals.
- As part of their tender response suppliers will also be required to confirm that they accept the terms of the "Term Sheet" included with the ITT. This will set out the key terms to be incorporated in the Contract that is entered into with the successful supplier. The Contract will be based on the successful supplier's form of contract, but subject to and incorporating the terms of this Term Sheet.
- Fairhive Homes will evaluate all tenders in accordance with the criteria and methodology set out in the ITT, with 40% of the marks being attributed to price and 60% of the marks being attributed to the Suppliers' qualitative / technical proposals - to produce an overall score out of 100 for the Supplier's written tender response.
- Fairhive Homes intends to invite the top 2 scoring Suppliers to take part in the system demonstration stage, with the other Suppliers being eliminated from the procurement at this point. The system demonstration stage will be evaluated against pre-disclosed criteria. A further 20 marks will be available for the system demonstration stage. The scores the Suppliers get out of 20 for the system demonstration stage will be added to the scores they got out of 100 for their written tender response to produce an overall score out of 120. The Supplier with the highest overall score will be deemed to have submitted the most advantageous tender overall and will be selected as the preferred supplier, with whom the Contract will be finalised and agreed.

Documents

Associated tender documents

<https://procontract.due-north.com/Register>

Contracting authority

FAIRHIVE HOMES LIMITED

- Companies House: RS008826
- Public Procurement Organisation Number: PZYB-3479-NQNM

Fairfax House

Aylesbury

HP202NJ

United Kingdom

Email: procurement@fairhive.co.uk

Region: UKJ13 - Buckinghamshire CC

Organisation type: Public authority - sub-central government