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Tender

PRO0919 Integrated Housing and Asset Management System

Your Housing Group

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

Notice identifier: 2025/S 000-041719

Procurement identifier (OCID): ocds-h6vhtk-04fa37 ([view related notices](#))

Published 21 July 2025, 3:25pm

Scope

Reference

PRO0919

Description

Your Housing Group Limited invites suitably qualified and experienced suppliers to participate in a procurement in relation to a contract to provide an Integrated Housing and Asset Management System (software). This is to replace YHG's existing separate software and/or systems for housing and asset management as well as customer relationship management (CRM) under YHG's internal "Your Systems Programme".

YHG is undertaking this procurement under the Competitive Flexible Procedure in accordance with Section 20(2)(b) of the Procurement Act 2023 (the Act) and as further detailed in documentation provided. This is a multi-stage tendering procedure.

The aim for this contract is to efficiently consolidate and integrate solutions onto a modern cloud-based platform to leverage efficiencies and increase customer satisfaction. Responsive browser presentation will be expected to free staff to be more mobile and

work more flexibly wherever required, on schemes, within offices or accessing systems securely from home. One other key goal is to provide excellent self-service facilities for customers, residents and tenants whenever needed or desired.

A digital first and cloud methodology is being pursued across YHG. This makes the most of ICT investment, while potentially enabling staff to have access to solutions and applications, wherever they have connectivity. Cloud delivered applications proposed will be expected to enforce high standards of penetration testing and compliance, as well as adherence to cloud security principles.

YHG is seeking principally one supplier and one system that will replace multiple other systems, however depending on the outcome of this tender appreciate that this may include the use of additional third parties or sub-contractors to provide aspects of the system dependant on the bids received from Tenderers.

Total value (estimated)

- £16,666,667 excluding VAT
- £20,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 March 2026 to 28 February 2031
- Possible extension to 28 February 2041
- 15 years

Description of possible extension:

5 year initial period with the following potential extension periods:

Extension 1: 3 years

Extension 2: 3 years

Extension 3: 2 years

Extension 4: 2 years

Maximum total contract length if all extensions taken out is 15 years.

Options

The right to additional purchases while the contract is valid.

YHG may Direct Award subsequent system "modules" related to the main housing and asset management system within the first 5 years of contract award to the successful Tenderer. These include software, systems or modules for: repairs management, repairs scheduling (including dynamic scheduling), risk management, contact centre telephony, other finance modules, HR/training/Payroll module(s), other modules provided by the Supplier to support Housing and Asset Management or Repairs functionality. This would be done through Schedule 5 Paragraph 8 of the Procurement Act 2023.

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKD - North West (England)

Participation

Legal and financial capacity conditions of participation

YHG have set Legal and financial capacity conditions of participation. These are set out in the PSQ documentation.

Technical ability conditions of participation

YHG have set Technical ability conditions of participation. These are set out in the PSQ documentation.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

8 August 2025, 12:00pm

Submission type

Requests to participate

Deadline for requests to participate

19 August 2025, 12:00pm

Submission address and any special instructions

Submissions must be sent electronically through the MyTenders portal - <https://www.mytenders.co.uk>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

2 February 2026

Award criteria

| Name | Description | Type | Weighting |
|-------------------------|------------------------------------------------|------|-----------|
| YHG System Requirements | As set out in the tender Quality documentation | | 50.00% |
| Price | As set out in the tender Cost documentation | | 30.00% |
| Method Statements | As set out in the tender Quality documentation | | 20.00% |

Other information

Payment terms

Please refer to procurement documentation which refers to YHG's payment terms in addition to payments being made within 30 days for valid, undisputed invoices.

Description of risks to contract performance

There are various risks relating the performance of the contract, highlighted below:

Implementation timetable risks

Variation / Change control

Business criticality, including knowledge transfer

Security - Cyber Security, Data Protection

Legislative Changes e.g. new Laws associated with the sector

Interfaces/Integrations for 3rd party systems

Data migration, quality, availability and loss

Support & Hosting - including training

Changes to resources or personnel

Not fit for purpose / Product no longer meets requirements

Wider supply chain considerations

Applicable trade agreements

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

YHG are running a CFP with multiple stages, the criteria for which are all set out within the tender documentation including full details of evaluation criteria at each stage.

Stage 1 - Procurement Specific Questionnaire: All tenderers who pass stage 1 will be taken to stage 2.

Stage 2 - Dialogue: A series of dialogue meetings will be held ahead of tender submission required at Stage 3. This is to clarify and refine the tender.

Stage 3 - Tenders: Tenderers will be required to submit their quality and price proposals in line with the tender requirements. Following evaluation the top 2 suppliers will be taken to the next stage.

Stage 4 - System Demonstrations: Tenderers will be required to demonstrate their system/solutions and the tenderer with the most advantageous tender will be taken to the next stage.

Stage 5 - Preferred Tenderer Discussions: YHG will hold discussions with the tenderer with the most advantageous tender prior to contract award. This stage will involve clarifying or confirming commitments made in the Tender or limited post-tender negotiation.

Documents

Documents to be provided after the tender notice

The procurement documents are available for unrestricted and full direct access, free of charge at <https://www.mytenders.co.uk>. Interested suppliers must register on MyTenders to respond to the opportunity.

Tenders or requests to participate must be sent electronically through the MyTenders portal.

Contracting authority

Your Housing Group

- Public Procurement Organisation Number: PCBB-6493-RNBZ

130 Birchwood Boulevard

Warrington

WA3 7QH

United Kingdom

Contact name: Matthew Grice

Email: matthew.grice@yourhousinggroup.co.uk

Website: <https://www.yourhousinggroup.co.uk>

Region: UKD61 - Warrington

Organisation type: Public authority - sub-central government