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Contract

Pioneer Group Housing Management System and Support Services

The Pioneer Housing and Community Group Limited

F03: Contract award notice

Notice identifier: 2025/S 000-044295

Procurement identifier (OCID): ocids-h6vhtk-048301

Published 30 July 2025, 2:05pm

Section I: Contracting authority

I.1) Name and addresses

The Pioneer Housing and Community Group Limited

11 High Street, Castle Vale

Birmingham

B35 7PR

Contact

Nathan Liptrot

Email

nathan@clarityprocurement.co.uk

Telephone

+44 1942725438

Country

United Kingdom

Region code

UKG31 - Birmingham

Internet address(es)

Main address

<https://www.pioneergroup.org.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Pioneer Group Housing Management System and Support Services

Reference number

T104/2024

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.1.4) Short description

Pioneer are seeking to replace the Housing Management System (HMS), Asset Management System (AMS) and Finance system as well as introduce improved Customer

Relationship Management functionality (CRM) into Pioneer.

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: £750,100

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG31 - Birmingham

Main site or place of performance

Birmingham

II.2.4) Description of the procurement

Pioneer are seeking to replace the Housing Management System (HMS), Asset Management System (AMS) and Finance system as well as introduce improved Customer Relationship Management functionality (CRM) into Pioneer.

Project duration has been set to 36 months and will comprise of several phases, which, will be agreed following the appointment of the Successful Bidder.

Bidders are requested to detail recommended phased implementation approaches to a project of this type under Bidder Response 3.12.

For the avoidance of doubt Bidders are to take the following into consideration:

- Current systems are on premise and have been in place for circa 15 years
- Legacy systems are to be decommissioned in the financial year of replacement
- Data quality has been impacted by low levels of integration and sub optimal user experience
- Bidders must confirm integration compatibility with Open Accounts and detail the nature of the integration under Bidder Response section 1.2

Full details of the Services to be provided under the Contract are contained in the Technical Statement of Requirements set out at Part C of Appendix 1 of the Invitation to Tender (ITT). The Successful Bidder will be required to comply with the Technical Statement of Requirements in providing the Services.

The Contract will last for an initial period of 5 years, with an option to extend at Pioneer's sole discretion for a period of up to 2 years, plus a further period of up to 2 years, plus a further period of up to 1 year, giving a maximum potential term of 10 years.

The Contract Award Decision is expected to be published in December 2024.

The estimated contract value of £1,500,000 over 10 years is based on the current costs. Pioneer understands that bid values for the new 10 year contract will be reflective of current market conditions and will differ depending on the solutions submitted by Bidders. The Bid values will be evaluated in accordance with the methodology set out in the Invitation to Tender.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

The Contract will last for an initial period of 5 years, with an option to extend at Pioneer's sole discretion for a period of up to 2 years, plus a further period of up to 2 years, plus a further period of up to 1 year, giving a maximum potential term of 10 years.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-sourcing.com/respond/768DF6DAE2>

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-022549](#)

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

26 February 2025

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

Rubixx Solutions Limited

Stafford Enterprise Park, Weston Road

Stafford

ST18 0FB

Country

United Kingdom

NUTS code

- UKG24 - Staffordshire CC

National registration number

11567209

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £1,500,000

Total value of the contract/lot: £750,100

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=960581980> GO

Reference: GO-2025730-PRO-31631008

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England and Wales

London

EC4A 1NL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Contracting Authority will enter into this contract following a minimum 10 day calendar day standstill period starting on the day after the notification of the result. The Public Contracts Regulations 2015 (SI 2015/102) (as amended) (the Regulations) provide for aggrieved parties who have been harmed or who are at risk of harm by a breach of the Regulations to bring proceedings in the High Court. Any such proceedings must be brought within the limitation period specified by the Regulations according to the remedy sought.