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Planning

Housing Management System

Thirteen Housing Group Limited

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

Notice identifier: 2025/S 000-044800

Procurement identifier (OCID): ocds-h6vhtk-051e0a ([view related notices](#))

Published 31 July 2025, 2:33pm

Scope

Reference

THIR 24 211

Description

Thirteen Housing Group are currently assessing options to improve customer service and experience delivered, which may include changes to the IT systems providing housing management and related functions. As part of this assessment, we are engaging with suppliers to determine a high-level overview of potential options.

We will use the outcome of the Preliminary Market Engagement to inform the most suitable route to market.

Please register on the Thirteen Housing Group's In-tend procurement portal and you will be able to place a bid if and when the tender goes live.

<https://www.thirteengroup.co.uk/page/procurement>.

Contract dates (estimated)

- 5 January 2026 to 4 January 2029
- Possible extension to 4 January 2031
- 5 years

Main procurement category

Services

CPV classifications

- 72212445 - Customer Relation Management software development 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)
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Engagement

Engagement deadline

22 May 2025

The engagement was carried out before this notice was published.

Engagement process description

A range of solutions were demonstrated to help the Project Team form a clearer understanding of requirements to inform the business case.

The suppliers demonstrated were: Civica, Rubixx, MIS, Meritec, MRI and NEC.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 September 2025

Contracting authority

Thirteen Housing Group Limited

- Mutuals Public Register: 7522
- Public Procurement Organisation Number: PYPT-9749-ZYLR

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MIDDLESBROUGH

TS2 1QG

United Kingdom

Contact name: Michael Alderson

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Organisation type: Public authority - sub-central government