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Planning

Housing Allocations and Homelessness Management Solution - Soft Market Testing

West Northamptonshire Council

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

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Scope

Reference

WNCSMTKL260725

Description

WNC is inviting the industry to innovate and collaborate on a solution to manage our housing register, allocations and homelessness services to enable our capabilities related to supporting our residents with their housing needs.

The contracts for the both the current incumbent solutions ends on the 31st of March 2026.

WNC currently have approx 2,000 customers active on the housing register, with approximately 3,000 applications awaiting assessment.

Our incumbent Social Housing Management Solution is accessed by approximately 200 officers concurrently although this includes the landlord function. Our incumbent Homeless management solution is accessed by approximately 100 officers daily.

WNC has, on average, 450 homeless approaches per month and currently has around 1800 open homeless cases in spanning relief, approach, main duty and prevention.

There are currently up to 800 households placed in Temporary accommodation including placements in our own stock for which we would need to access rent accounts and process invoices.

The system also ensures that WNC holds and maintains all data in relation to customers, properties and tenancy agreements.

Contract dates (estimated)

- 1 April 2026 to 31 March 2030
- 4 years

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKF24 - West Northamptonshire
-

Engagement

Engagement deadline

6 August 2025

Engagement process description

We are looking for input from the market that will help us to develop a service, comprising of one or more solutions that will provide:

- A service that matches WNC's economic, environmental, and social values
- Is fit for purpose for a modern, forward-thinking organisation.
- Value for money for the taxpayers

Your solution should support WNC in effectively and efficiently delivering one or more homelessness functions, including:

- Housing Register
- ? Application & registration
- ? Assessment & banding
- ? Bidding & property matching
- ? Shortlisting & offers
- Housing Assessment
- Housing approach and pathways
- Triage
- PHPs
- Temporary Accommodation placement management

- Temporary Accommodation property inventory
- Temporary Accommodation rent accounting
- Temporary Accommodation Placement invoicing
- Temporary Accommodation Move out property management
- Reporting, auditing and trend analysis

Capabilities provided by the incumbent system are completed by integrating with:

- Infinity - Tenancy management, rent accounting, repairs

Incumbent solution also integrates with WNC strategic solutions including:

- TouchRight - Temporary Accommodation move out property management
- Open Housing - Tenancy management & housing allocations
- HeyCentric - Income Management System
- Civica Digital360 - EDRMS
- Unit4 ERP - General Ledger, Accounts Payable and Accounts Receivable
- Capita One Academy - Revenues & Benefits posting of benefits to individual rent accounts

To request the soft market testing document for completion, please email procurement@westnorthants.gov.uk. Please note that the deadline for returns is 23:59 on 6th August 2025 (extended 05/08/25).

Contracting authority

West Northamptonshire Council

- Public Procurement Organisation Number: PGDV-8944-CMBP

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Organisation type: Public authority - sub-central government