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Planning

Provision of a Choice Based Lettings and Homelessness System

Southend-on-Sea City Council

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

Notice identifier: 2025/S 000-054761

Procurement identifier (OCID): ocds-h6vhtk-059612

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Scope

Reference

DN788102

Description

Case management system for Southend-on-Sea City Council's housing register, homelessness and choice-based lettings solutions.

The case management system (CMS) needs to be compliant with current housing legislation, the government HCLIC data specification and any future changes. The system needs to be robust and customisable to accommodate bespoke requirements as well as tracking and managing client information, housing applications, and assessments whilst enabling staff to document client interaction, progress and outcomes efficiently.

Contract dates (estimated)

- 1 August 2026 to 31 July 2029
- Possible extension to 1 August 2031
- 5 years, 1 day

Main procurement category

Goods

CPV classifications

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

Contract locations

- UKH31 - Southend-on-Sea

Engagement

Engagement deadline

3 October 2025

Engagement process description

The aim is to explore the market to identify an efficient system that is compliant with

housing and homelessness legislation to replace our existing system.

The Council wants to ensure that any procurement and contract award relating to the provision of a housing system is done so with as much consideration to market research as possible. The aim is to explore the market to identify an efficient system that is compliant with housing and homelessness legislation to replace our existing system.

The dual purpose of this exercise is to seek engagement with suppliers regarding the potential to provide a housing software solution that meets our needs. This will also enhance our understanding of what is achievable within the constraints of current budget pressure.

We may decide to invite Selected Potential Providers to interview to discuss their responses to the questionnaire further. If these are held, they may be between 27th and the 31st of October 2025

Potential Providers will be invited to complete the online questionnaire and benchmarking schedule available on the Council's e-tendering portal (Pro Contract): <https://procurement.southend.gov.uk/>. If suppliers are not already registered on the portal, you will need to do so to take part in this engagement process.

If you are interested in taking part in the Engagement Process, including the possibility of attending the Interview Stage, where your company's questions can be put directly to the Council, we would ask your company to register on the Council's e-tendering portal: <https://procurement.southend.gov.uk/> and complete the online questionnaire no later than the deadline: of 5pm on Friday the 3rd of October 2025.

Requests for clarification can be made via the Council's e-tendering portal email to <https://procurement.southend.gov.uk/> no later than 3pm on Friday 19th of September 2025.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

Southend-on-Sea City Council

- Public Procurement Organisation Number: PJDT-6566-GZNX

Civic Centre, Victoria Avenue, Southend On Sea, Essex

Southend On Sea

ss2 6fa

United Kingdom

Email: sharoncohen@southend.gov.uk

Region: UKH31 - Southend-on-Sea

Organisation type: Public authority - sub-central government