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Award

Housing Asset Management

IRWELL VALLEY HOUSING ASSOCIATION LIMITED

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-069055

Procurement identifier (OCID): ocds-h6vhtk-05d57b

Published 28 October 2025, 3:24pm

Scope

Description

Housing management system based upon proactive daily contact

Irwell Valley Homes intends to enter into contract, eight working days following transmission of this notice with Alertacall Ltd for the provision of Housing Proactive a housing management system based around proactive daily contact with tenants which will be used to assist with the management of dwellings in which there are tenants with higher housing management needs being the only such system approved as UK Housing Benefit eligible and being the only such system with its particularly feature-set and in accordance with our interpretation of Schedule 5, Paragraph 1 / 2 Procurement Act 2023. The contract period will be 156 weeks with unilateral right to extend for one further period not exceeding 52 weeks.

Contract 1

Supplier

- ALERTACALL LIMITED

Contract value

- £425,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

10 November 2025

Contract dates (estimated)

- 10 November 2025 to 9 November 2028
- Possible extension to 9 November 2029
- 4 years

Description of possible extension:

1 year extension to allow IVH to scan the horizon for any potential future alternates

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

To allow for any future IVH schemes of a similar type, currently in development or that go into development during the provision to be added into the service

CPV classifications

- 75200000 - Provision of services to the community

Contract locations

- UKD3 - Greater Manchester

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Light touch

Direct award justification

Single supplier - technical reasons

The contract is being directly awarded under Section 41, relying on the justification set out in Schedule 5, Paragraph 1/2 (Technical reasons/Exclusive rights). This is justified because Alertacall Ltd is the exclusive provider of the "Housing Proactive" system, which holds a unique and essential feature-set (proactive daily contact, higher management needs assistance) and is the only system approved as UK Housing Benefit eligible, meaning no reasonable substitute exists or alternative provider is available due to these technical/exclusive requirements.

Supplier

ALERTACALL LIMITED

- Companies House: 05145094
- Public Procurement Organisation Number: PWZX-9325-PTJL

45 Crescent Road

Windermere

LA23 1BL

United Kingdom

Email: procurement@alertacall.com

Website: <http://www.alertacall.com>

Region: UKD12 - East Cumbria

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

IRWELL VALLEY HOUSING ASSOCIATION LIMITED

- Companies House: IP20684R
- Public Procurement Organisation Number: PDDG-5542-GDQW

1st floor Soapworks, Colgate Lane

Salford

M5 3LZ

United Kingdom

Email: supplychain@irwellvalley.co.uk

Region: UKD34 - Greater Manchester South West

Organisation type: Public authority - sub-central government