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Planning

Electronic Payment and Income Systems

PLYMOUTH COMMUNITY HOMES LIMITED

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

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Scope

Description

Plymouth Community Homes (PCH) currently provides payment systems to customers with a well known product suite.

Ahead of the full procurement process PCH wish to undertake pre-market engagement to explore supplier options and services available. Initial early engagement with suppliers may be followed by a virtual demonstration to stakeholders from the wider user group.

The high-level requirements are split across 4 main areas, listed below. PCH are interested to hear of any developments within each area over the last 5 years, that could provide benefit to PCH and our customers

1) Card Payments: PCI Compliant in person, automated and agent handled payments, in person mobile payments and online payments.

2) Direct Debits: Direct debit collections over multiple collection days/periods. Direct debit payment confirmation/failure of Friday collections is required on Saturday to ensure the accurate calculation of rent balances within our Housing Management system.

3) Post Office and Paypoint Systems: Provision for customers to make payments via

barcodes or payment cards. Options around provision of cards for these customers or alternatives.

4) Income Management System: Ability to centrally view and process all payments, including payments received outside of the supplier product suite. The system must provide the ability to export to PCH back-office systems, including the NEC Housing Management System and Open Accounts finance system.

Innovative offerings for other complimentary services or substitute methods of delivery are welcome.

The existing contract expires in November 2026 and we are looking to enter into a 4 + 2 year contract at an estimated value of £1.2 million

Contract dates (estimated)

- 9 November 2026 to 8 November 2030
- Possible extension to 5 November 2032
- 5 years, 11 months, 27 days

Main procurement category

Services

CPV classifications

- 66170000 - Financial consultancy, financial transaction processing and clearing-house services

Contract locations

- UKK41 - Plymouth

Engagement

Engagement deadline

1 December 2025

Engagement process description

Expressions of Interest should be emailed to Procurement@pch.co.uk

Virtual early engagement with suppliers will take place and a virtual demonstration to stakeholders from the wider user group may be requested

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

PLYMOUTH COMMUNITY HOMES LIMITED

- Companies House: IP030637
- Public Procurement Organisation Number: PQHR-8758-LZBN

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Plymouth

PL6 5DH

United Kingdom

Email: procurement@pch.co.uk

Region: UKK41 - Plymouth

Organisation type: Public authority - sub-central government