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Award

The Deployment of Phase 3 of VIVIDs Transformation Programme using iProperty Cloud on MS Dynamics 365

VIVID Housing Ltd

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

Notice identifier: 2025/S 000-083024

Procurement identifier (OCID): ocds-h6vhtk-05f605

Published 15 December 2025, 4:03pm

Scope

Description

to build and deploy Phase 3 of VIVIDs Transformation Programme using iProperty Cloud on MS Dynamics 365. The scope will cover Income & Arrears, Tenancy Management and Asset Management. The implementation includes configuration of iProperty Cloud, extensions to Online Account, chat and WhatsApp journeys, integration to Capita Open Accounts, Azure Synapse/Data bricks for Data Management and third-party systems for real-time payment and predictive arrears.

Contract 1. Deployment of Phase 3 of VIVIDs Transformation Programme using iProperty Cloud on MS Dynamics 365

Supplier

- TECHLABS LONDON LTD

Contract value

- £2,500,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

29 December 2025

Contract dates (estimated)

- 5 January 2026 to 30 June 2027
- Possible extension to 4 January 2028
- 2 years

Description of possible extension:

additional 6 months

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKJ - South East (England)
-

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - intellectual property or exclusive rights

VIVID considers that the direct award of the contract to Techlabs to build and deploy Phase 3 of VIVIDs Transformation Programme using iProperty Cloud on MS Dynamics 365 is justified pursuant to section 41(1)(a) and paragraph 5 of schedule 5 of the Procurement Act 2023.

As noted in the summary of the contract subject matter above, phase 3 relates to Income & Arrears, Tenancy Management and Asset Management, and the scope of the contract includes implementation of configuration of iProperty Cloud, extensions to Online Account, chat and WhatsApp journeys, integration to Capita Open Accounts, Azure Synapse/Data bricks for Data Management and third-party systems for real-time payment and predictive arrears.

VIVID is satisfied that Techlabs is not an excluded supplier and therefore section 41(1)(a) of the Procurement Act 2023 can be relied on, and VIVID is also satisfied that the conditions in paragraph 5 of Schedule 5 of the Procurement Act 2023 are met.

TechLabs owns the specific intellectual property in the iProperty Cloud Solution which is relevant and necessary to the effective delivery of Phase 3 and therefore holds an exclusive right for the purposes of paragraph 5(a) of Schedule 5. Given the essential nature of this intellectual property to delivery of the project, it is therefore the only supplier able to provide the services.

VIVID has considered for the purposes of paragraph 5(b) of Schedule 5 whether there are reasonable alternatives to those services and is satisfied that there are no reasonable alternatives. Techlabs has inherent knowledge of the product and the services provided under Phase 1 and Phase 2 of the Transformation Programme which is essential for the delivery of the services in Phase

3 and no other supplier was identified that is able to deliver the iProperty Cloud Solution. VIVID did not identify any other solution that was suitable to interoperate with the existing systems introduced under Phases 1 and 2 (which is essential for the purposes of VIVID's requirements).

Supplier

TECHLABS LONDON LTD

- Companies House: 10219918
- Public Procurement Organisation Number: PXPB-5758-DGMV

65 Kingshill Crescent

High Wycombe

HP13 5NF

United Kingdom

Email: sales@techlabs.london

Website: <https://techlabs.london>

Region: UKJ13 - Buckinghamshire CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

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Contracting authority

VIVID Housing Ltd

- Mutuels Public Register: 7544
- Public Procurement Organisation Number: PNYP-8277-DWPP

Peninsular House, Wharf Road

Portsmouth

PO2 8HB

United Kingdom

Email: procurement.admin@vividhomes.co.uk

Region: UKJ31 - Portsmouth

Organisation type: Public authority - sub-central government