

Speculative Notice – NATIONAL

Notice Type: SUPPLIES

1 Authority Details

1.1 Authority Name and Address

Official Name: Denbighshire County Council		
Postal Address: Procurement , Wynnstay Road,		
Town: Ruthin	Postal Code: LL15 1YN	Country: UK
For the attention of: Lee Evans	Telephone: +44 1824706919	
E-Mail: procurement@denbighshire.gov.uk	Fax:	
Internet Address (URL): www.denbighshire.gov.uk		

Address from which further information may be obtained

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2 Contract Details

Title

2.1

Housing Repairs and Maintenance Software Solution

Description of the goods or services required

Denbighshire County Council Housing Maintenance Department are undertaking a market engagement exercise with regards to a Repairs and Maintenance software solution.

We are looking for an “off the shelf” user friendly, modern solution and not looking for a system development opportunity.

We are looking to engage the market for supply of a software solution that would meet the following requirements:

Software requirements

- Record requests for and manage the progression of repairs (as a minimum)
- Asset Database
- Voids Management
- Dashboards & Reporting
- Contractor Management
- Planned Maintenance
- Compliance
- Work planning

- Materials Management
- Customer Satisfaction – Surveys, compliment and complaints
- Tenant Portal
- Contractor Portal
- Document Storage
- Finance – Job costing and ledger/PO data

Housing System

- Must interface with the Councils current housing management solution which is Open Housing provided by Capita.

Desirable

- Integrated device tracking for personal safety
- 24hr support
- Easily customisable surveys and reports
- Ability to create work groups within the system
- Option to inform tenant when operative will arrive

Demonstrations

As part of our market research we will be inviting demonstrations week commencing 10th January 2022

NOTE: To register an interest please e-mail procurement@denbighshire.gov.uk

Notice Coding and Classification

a) Commodity Codes

	Code	Description
2.3	48000000	Software package and information systems

b) Delivery Location/Area

	Code	Location
	1013	Conwy and Denbighshire

3 Administrative Information

Reference number attributed to the notice by the contracting authority

3.1

N/a

Estimated Start of the Award Procedure

3.2

14-02-2022

4 Other Information

Additional Information

Please note it is the intention Denbighshire County Council's to issue invites to tender via sell2Wales on or shortly after the 14th February. The tender details will be held on Proactis and tenders should be submitted via Proactis.

4.1

Link to Proactis eSourcing portal: <https://supplierlive.proactisp2p.com/Account/Login>

(WA Ref:116406)

Download Additional Documentation

4.2

N/a

4.3

02-12-2021