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**Expression of Interest for Provision of Licensing and Support of “QL Housing Management” and “Versaa” Product Suite.**

**Introduction**

Together Housing Association Limited (THA) is a charitable housing association registered under the Co-operative and Community Benefits Societies Act 2014 and is the parent company to a number of subsidiaries. The main subsidiary being Together Housing Association (THA), which is where the social housing stock is owned and managed. THA manages over 38,000 properties, providing a comprehensive range of support services which affect over 80,000 people’s lives over a huge geographical area in the North of England. Employing approximately 1,500 staff, the Group’s corporate vision is to be ‘A groundbreaking Company, building homes, communities and futures. For future information please visit [www.togetherhousing.co.uk](http://www.togetherhousing.co.uk)

**Expression of Interest Purpose**

This Expression of Interest exercise is intended to:

* Engage with the market to understand the support capabilities for our requirement.
* Develop an understanding of suitably qualified and capable support providers for the QL Housing Management Product.
* Develop a wider understanding of available Procurement Routes and Routes to Market.
* Develop an understanding of what information that market would require from Together Housing for any Future Procurement exercise.

**Requirements**

This is a call for Expressions of Interest (“EOI”) pertaining to an intended procurement exercise by THA.

THA are looking to procure a full maintenance and support contract covering their current QL Housing Management System, including all implemented system modules as listed below.

Such contract is expected to be awarded (following expected further Procurement Activity after the closure of this Expression of Interest exercise) for a duration of 3 years, with Two individual extension options of 12 months to be exercised at the sole discretion of THA.

Together Housing currently utilises the QL Housing Management Software Product suite, as a core business platform for Housing Management. Such software is embedded within the business, and forms one of the core business system used for Together Housing operations and management as a Social Housing provider.

The current QL system is also integrated with several key business applications across the THA estate, and require continued support for the output of such integrations within QL.

THA also utilise the Versaa Mobile Development Platform as part of the wider QL suite, incorporating processes including:

* Repairs, Gas Servicing, Electrical Certification, Empty Homes, Stock Condition
* Client Visit, Tenancy sign up, Environmental Services
* Self Service with customer portal and mobile apps for iOS & Android.

The organisation is currently developing long-term plans under its “Digital Strategy”, regarding the Digital Transformation and Modernisation of its IT and Software Infrastructure and Provision.

In keeping with the wider long-term direction and ambitions of the organisation, linking to the development and implementation of the Digital Strategy, Together Housing is thus not currently seeking or considering alternative products to the QL Housing Management Software System.

To align to such Digital Ambitions, the potential replacement or re-procurement of such a core Housing Management solution (for consideration of other potential solutions) is likely planned to follow the expiration of the contract arising from this procurement exercise, following the formal agreement of the Digital Strategy.

This Expression of Interest Exercise is thus intended to develop a further understanding of the Market Capability pertaining to support of the QL Housing Management software, and identify suitably capable and qualified suppliers who may meet Together Housings requirements.

Such Expression of Interest exercise is intended to inform Together Housing’s Planned Procurement Activity, and response in no way constitutes any form of agreement or assurance from Together Housing regarding the development of its procurement process or selection of Procurement “Route to market” for this provision*.*

**Expression of Interest – Timeline and Requirements**

The timeline for responses of this Expression of Interest Exercise are as follows:

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| Issuing of the EOI | Tuesday the 6th of February 2024 |
| Deadline for Responses | 5pm (17:00) on Friday the 23rd of February 2024 |

Prospective organisations who wish to express their interest must ensure that they have completed and returned the document, with all questions completed and responded to with the document, in advance of the EOI Closure deadline.

All responses to this EOI should be sent to [THG.Procurement@togetherhousing.co.uk](mailto:THG.Procurement@togetherhousing.co.uk), with the email subject “THG QL EOI response”.

Responses received after this deadline may not be considered or accounted for by Together Housing.

Please be advised that any additional documentation, unless requested as part of the question set within this EOI document, shall not be considered or reviewed by Together Housing.

**Requirements of a Capable Supplier**

Together Housing is seeking to develop an understanding of available providers within the market who meet the following requirements:

* Holds the capability, for example through partnership or support partner arrangement, to provide licensing and support (as well as upgrade and development service provision) for the QL Housing Management Product suite (including access to, and development rights pertaining to, relevant source code through such partnership).
* Proven experience in delivering such support and services to Public Sector or Social Housing organisations, with demonstrated ability within the questions below (for example through case study).
* Capability of working alongside organisations supplying integrated systems, for example through previous proven experience or demonstrable partnership/support partner arrangement.
* Capability to support bespoke integrations in place, or develop replacement bespoke integrations as requested.
* UK based support provision (if not EU based), including for processing of data where applicable or relevant.

Housing Management System

The following list details all QL Housing Management modules currently in operation and requiring support:-

* QL System Module
* Income Management
* Rent Accounting
* Voids
* Repairs
* Contact Management and Workflow
* Standard Reports
* Task Centre Ultimate
* Standard Finance, HB and Cash interfaces
* Components
* Case Management / ASB
* Planned Maintenance review, Contracts and Programs
* Gas Servicing
* Sub Accounts
* QL Component Accounting
* Asbestos Register
* EDRM and DRS interfaces
* QL Internal Contractor Module (DLO)
* Decent Homes
* Right to Buy / Acquire
* Sava Intelligent Energy integration
* QL API
* Possession claims on line
* Resident Involvement/ Events
* Homelessness
* Waiting list and allocations
* Service Charges / Leaseholders including Section 20 and Factoring
* Stocks/ Stores
* Purchase Order Processing
* Core Reporting
* General Repairs Interface
* Arrears
* Service Charges
* Waiting List XML

**Together Housing QL Housing Management EOI – Questions for Response**

Please ensure that you have responded to all questions included within the section below as part of your response to this Expression of Interest exercise.

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| Question 1 | Based on the current specification, do you believe that the market would provide a suitably capable response to Together Housing’s requirements, if and when a procurement exercise were conducted? |
| Answer |  |

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| Question 2 | How is your organisation able to support Together Housing’s QL system? For example, through reseller or partnership arrangement, premium support partner, direct ownership, etc.  Please also outline and evidence how you are able to access the relevant source code required for technical or coding (config) support |
| Answer |  |

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| Question 3 | Please outline and evidence a previous use case or case study where you have provided support for a customer’s QL solution, and any benefits materialised through this contract |
| Answer |  |

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| Question 4 | Please outline how your organisation is capable of providing upgrades, development, and planned maintenance across the QL software estate.  This should include information on how the configuration and development is sourced, implemented, and managed. |
| Answer |  |

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| Question 5 | Please outline how your organisation ensures staff are suitably qualified and trained to support the solution defined within the specification. |
| Answer |  |

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| Question 6 | Is your organisation capable of providing support and licensing (and thus, in turn, viewing and processing of any personal data in providing such support) from within the UK (if not EEA)? If so, please outline and demonstrate how your organisation is capable of providing support from within this geographic area. |
| Answer |  |

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| Question 7 | Would Together Housing achieve any tangible benefit (or detriment) through consolidating the requirement into a single contract, rather than through split procurement exercises? |
| Answer |  |

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| Question 8 | Is there any information missing, insufficiently defined, or that would benefit from further elaboration, included within the current version of Together Housing’s specification? |
| Answer |  |

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| Question 9 | Based on the modules and requirements listed above, how much would an indicative support charge (and licensing) per annum be? |
| Answer |  |

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| Question 10 | What public sector procurement frameworks is your organisation registered under, if any? |
| Answer |  |

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| --- | --- |
| Question 11 | Is there any other information that your organisation wishes to make Together Housing aware of in relation to this specification and EOI exercise? |
| Answer |  |