

Report for: Cllr Johann Beckford, Cabinet Member for Finance and Corporate Services – 27 July 2026

Title: NEC Housing re-procurement

Report authorised by : Taryn Eves – Corporate Director of Finance and Resources

Lead Officer: Anthony Campbell-Butler, Project Manager, Digital & Change

Ward(s) affected: N/A

**Report for Key/
Non Key Decision:** Key

1. Describe the issue under consideration

- 1.1. Approval to commence the re-procurement of a housing management system and award of contract as required under CSOs 2.01 b and c respectively.
- 1.2. A re-procurement for a housing management solution is needed so that the Council can continue its operational housing transactions activities which covers but is not limited to:
 - collection of rents from tenants.
 - collection of Service Charges from leaseholders.
 - maintenance and repairs work that need to be completed across all of the Council's estates.
 - case management for homeless households – supporting our statutory duties and placing vulnerable customers at increased risk by continuing to use and having accessible safeguarding information.
- 1.3. The current five year contract for the Council's Housing management solution expires on the 31/07/26 with no further provision for extension and therefore a new contract is therefore required.

2. Cabinet Member Introduction
Not applicable

3. Recommendations

That the Cabinet Member for Finance and Corporate Services

- 3.1. Approves the commencement of the procurement for a new contract for a housing management solution under CSO 2.01b
- 3.2. Approves the implementation of CSO 7.02 use of the Vertical Application Solutions framework (RM6259) under Crown Commercial Services to permit a direct call off and award a contract pursuant to CSOs 0.08 and 2.01c to NEC Software Solutions UK Limited.
- 3.3. Approves the proposed contract for a period of 4 years from 1 August 2026 to 31 July 2030 at a cost of £561,400 (excluding contingency as set out in the Part B report).

4. Reasons for decision

- 4.1. The use of the Vertical Application Solutions (VAS) framework is the most efficient route to re-procure a housing system because all the terms and conditions are already set out in the framework for the supplier, and all the pre-vetting have been completed. This framework is for specialised line-of-business systems including housing management, which aligns to the Council's statutory duties for the service.
- 4.2. If the proposed Housing contract was not approved and implemented:
 - Whilst the NEC Housing application would remain operational in the short term, failure to complete the contract award would leave the Council without a support and maintenance agreement for its core Housing Management System
 - This would expose the Council to increasing operational, financial and compliance risks, including loss of vendor support, software updates, regulatory changes and specialist technical assistance required to maintain the system and support delivery of statutory Housing services. Repairs and maintenance delivery would also be critically affected, as no works orders could be raised or issued to contractors, leaving residents without essential repairs.
- 4.3. Overall, the Council would be unable to operate key landlord housing functions, meet legal obligations, or maintain service continuity across the estate.

5. Alternative options considered

5.1. Do nothing

This is not a viable option as the current contract Housing management solution expires on 31st July 2026 and the Council needs to continue operationally with its housing transactions.

5.2. Undertake a mini tender competition using the G-Cloud framework.

This would be more expensive than using the VAS framework and would require resources across the Council to conduct the competition. Please refer to the attached appendix 1; Part-B for more information regarding the price difference.

5.3. Undertake a full procurement.

The option to undertake a full tender has not been considered because it was deemed that the level of Authority's resources and time required to complete a full tender process was not justified when suitable compliant Framework Agreements is available. In addition, the VAS framework provides additional benefits because it enables access to Government favourable terms and conditions using the new Public Sector Contract (PSC). Finally, the housing application market has shrunk considerably over recent years and there are only two or three potential alternate suppliers for a council with a housing stock of our size.

6. Background information

- 6.1. NEC Housing has been used for the last 5 years (since April 2021). This new contract which will be for a new fixed four-year period, supporting budget predictability.
- 6.2. The procurement process will be led by Strategic Procurement in line with the CSO 7.02. The use of frameworks as a procurement route to the market allows for increased supplier participation, enhanced flexibility, efficiency and compliance, and improved value for money. It also reduces procurement burden by providing pre-approved suppliers, agreed terms and are designed for use by public sector organisations.
- 6.3. It reduces the risks by providing the council with access to a reliable and compliant platform and those established by other public sector bodies.

Strategic Procurement compared framework offers from the VAS Framework and the CCS G-Cloud 14 Framework. The VAS Framework offers better value for money and the service level agreements outlined in the framework align with our requirements for a housing management system. It is also compliantly let under the Public Contracts Regulations 2015.

NEC Software Solutions UK Limited was identified as the supplier that best meets the Council's requirements allowing for a direct award as allowed under the framework terms and conditions and permitted under regulation 33 of PCR 2015.

- 6.4. A formal quotation has been received from NEC Software Solutions UK Ltd, on the 06/02/2026 who are an appointed supplier on RM6259 Lot 3, for the continuation and support of the NEC Housing system. The quotation reflects alignment with market tested public sector pricing under the RM6259 framework.

6.5. By not changing to a new housing supplier the Council will achieve best value by:

- avoiding implementation and on-boarding costs of moving to a new housing system
- no data migration activities to consider
- integration re-development
- training costs

6.6. This new contract includes the following NEC Housing module items:

Address Matching	Allocations	Asset Performance
Assets (Core)	Audit	BARIS
Contractor Portal	CRM	Integration Framework - Inbound
Integration Framework - Outbound	Customer Services	EDM Gateway
Estates	Homelessness Dashboard	Housing Advice
Housing Finance Interface	Integrator	NEC Housing Online – HOL Core Bundle
NEC Housing Online – My Accounts	NEC Housing Online – My Housing Options	NEC Housing Online – My Repairs
NEC Housing Online – My Repairs Appointments	NEC Housing Online – Online Authentication	Planned Maintenance
Private Leasing	Rents	Repairs
Risk Management	Service Charges	SMS Communication Suite
RESTful APIs – Standard Enterprise RESTful APIs	Support Services	Task Manager Dashboard
Voids Dashboard	RepairFinder	InterFinder
NEC Go-Mobile for Assets 5 named user licences	NEC Go-Mobile for Risk 5 named user licences	Jaspersoft Professional Edition
NEC HRB Silver (Oracle)	RDBA services including out of hours upgrades	

7. Contribution to the Corporate Delivery Plan 2024-2026 High level Strategic outcomes?

7.1. The NEC Housing re-procurement supports Homes for the future, with one of the outcomes being reliable, customer-focused resident housing services.

7.2. Particular focus on the measurement of:

- Repairs fixed right first time
- Number of households in temporary accommodation

8. Carbon and Climate Change

8.1. The proposed re-procurement of the Council's housing IT system provider is a financial and commercial decision and does not directly impact carbon emissions, energy usage, or climate change adaptation. The service relates to the processing of housing operational transactions, which are already embedded within the Council's digital infrastructure.

8.2. While there is no material change in carbon impact as a result of this decision, maintaining and optimising housing operational functions continues to support online transactions, which can help reduce reliance on more carbon-intensive in person processes over time.

9. Statutory Officers comments (Director of Finance (procurement), Head of Legal and Governance, Equalities)

9.1. Finance

- The total cost of this four-year contract award for the provision of a housing management solution is £561,400.
- The annual cost (£140,350) will be funded from the Digital & Change revenue contracts budget.
- The recharge to Housing (HRA) will be managed through the corporate recharge model at the year end.

9.2. Procurement

- The procurement of a Housing Management Solutions is at threshold and therefore falls within the scope of the Public Contracts Regulations 2015. (PCR) The use of a framework is an accepted route to market which generally provides best value due to aggregated demand, as well as a reduction in procurement timescales as suppliers are pre-approved.
- Under regulation 33 of the PCR 2015 an appropriately established framework may be used to award a contract either through a mini-competition or, as in this case, by direct award based on price, provided such an approach is permitted under the framework terms, as in this instance. Furthermore, in accordance with CSO 7.02, the Council is permitted to access and call off from a public framework established by another public body. The proposed contract award to NEC Software Solutions UK Limited for a Housing Management Solutions represents the most advantageous offer to the Council.
- Under Contract Standing Orders 0.08 and 2.01(b), a Cabinet Member decision is required to commence any procurement activity with an estimated value of £500,000 or more and Cabinet is also authorised to approve contract awards of £500,000 and above (CSO 2.01c).

9.3. Legal

- The Director of Legal and Governance (Monitoring Officer) was consulted in the preparation of the report.
- Pursuant to the provisions of the Council's Contract Standing Order (CSO) 2.01(b), Cabinet may approve the commencement of procurement process where the value of the contract to be procured is £500,000 or more and as such the recommendation in paragraph 3.1 of the report is in line with the Council's CSO.
- Pursuant to the provisions of CSO 7.02, the Council may access and call off a contract from a framework established by a public sector body and as such the recommendation in paragraph 3.2 of the report is in line with the Council's CSO.

- Pursuant to the provisions of the Council's CSO 2.01(c), Cabinet may approve the award of a contract with a value of £500,000 or more.
- Further to paragraph 9.3.2 and 9.3.4 above and pursuant to the provisions of the Council's CSO 0.08, a decision reserved for Cabinet may be taken by a Cabinet Member with the agreement of the Leader and as such the recommendation seeking approval from the Cabinet Member for Finance and Corporate Services in paragraph 3 of the report is in line with the Council's CSO so long as the Cabinet Member is taking the decision with the agreement of the Leader.
- The Director of Legal and Governance (Monitoring Officer) sees no legal reasons preventing the approval of the recommendations in the report.

9.4. Equality

- The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to:
 - Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
 - Advance equality of opportunity between people who share those protected characteristics and people who do not
 - Foster good relations between people who share those characteristics and people who do not.
- The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.
- The decision is to award a new contract to continue using NEC Housing management IT system. The system continues to be the effective management of the Council's housing services, and so those most likely to be impacted by the decision include Haringey residents living in temporary accommodation, Haringey residents living in Council housing, and Haringey residents who are at risk of homelessness.
- Women, BAME communities, and individuals with disabilities and/or long-term health conditions are over-represented among Council housing tenants in Haringey. Data held by the Council suggests that women, young people, and BAME communities are overrepresented among those living in temporary accommodation. Individuals with these protected characteristics as well as those who identify as LGBT+ and individuals with disabilities are also known to be vulnerable to homelessness. As the decision to award the new contract will help ensure effective housing management for these stakeholder groups, it is reasonable to anticipate a positive impact on residents with these protected characteristics.

10. Use of Appendices

Appendix A – Exempt Report

11. Background papers

There are no background papers.