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Planning

# Cambridge City Council - Comprehensive Housing Stock Management Software (PIN)

Cambridge City Council

F01: Prior information notice
Prior information only
Notice identifier: 2024/S 000-002614
Procurement identifier (OCID): ocds-h6vhtk-043498
Published 25 January 2024, 3:01pm

# Section I: Contracting authority

## I.1) Name and addresses

Cambridge City Council

Cambridge City Council, Guildhall

Cambridge

CB2 3QJ

**Contact**

Mr Jonathan Loneza

**Email**

Jonathan.Loneza@cambridge.gov.uk

**Telephone**

+44 1223458178

**Country**

United Kingdom

**Region code**

UKH12 - Cambridgeshire CC

**Internet address(es)**

Main address

https://cambridge.gov.uk

Buyer's address

https://procontract.due-north.com

# I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://procontract.due-north.com/Advert/Index?advertId=4ae8828d-90bb-ee11-8127-005056b64545

Additional information can be obtained from the above-mentioned address

# I.4) Type of the contracting authority

Regional or local authority

# I.5) Main activity

General public services

# Section II: Object

## II.1) Scope of the procurement

### II.1.1) Title

Cambridge City Council - Comprehensive Housing Stock Management Software (PIN)

Reference number

DN708601

### II.1.2) Main CPV code

• 50800000 - Miscellaneous repair and maintenance services

### II.1.3) Type of contract

Services

### II.1.4) Short description

Prior Information Notice (PIN): Procurement of Comprehensive Housing Stock Management Software

1. Introduction:

Cambridge City Council a public sector entity, is looking to engage with the market prior to a strategic procurement initiative that it may conduct to acquire a software solution for housing stock management.

We are issuing this Prior Information Notice (PIN) to notify potential suppliers in the market about our broad requirements.

2. Scope of Requirements:

We are seeking to engage with suppliers of a unified platform that comprehensively addresses the following key areas in housing stock management and its wider property portfolio:

2.1 Work Order Management:

• Efficient handling of work orders from initiation to completion.

• Streamlined collaboration among stakeholders, both internal and external.

• Single channel experience for residents beyond self-service, including requesting repairs and scheduling appointments.

• Dynamic Resource Scheduling facilitating fully mobile workforce.

• Suitable reporting to support the above, including employee productivity reporting – inc Voids

2.2 Voids Management:

• Streamlining key-to-key voids processes to minimise turnaround time.

• Implementation of strategies to reduce rent loss during void periods.

2.3 Compliance Management:

• Ensuring adherence to current and future regulatory requirements and compliance standards.

• Retaining control over property and assets data to maintain compliance with tracking systems.

Facilitate requirements of the Building Safety Act to enable safe building management, particularly in relationship to multi-contractor works

2.4 Inspections:

• Simplifying property inspections through an intuitive app-based system.

• Flagging and resolving issues promptly during inspections.

• Post-works inspection management

2.5 Resident Engagement:

• Offering an omni-channel experience that exceeds self-service expectations.

• Providing residents with tools for diagnostics, repairs, and appointment scheduling.

• Embedded into the customer journey an independent customer satisfaction portal that is in alignment with housing regulation requirements

• Clear resident management in relation to safeguarding, alerts and virtual training for supply chain to ensure corporate policy alignment

2.6 Supply Chain Management:

• Integrating supply chain management functionalities for seamless operations.

• Integrating live supply chain performance and compliance

• Flexible supply chain management

2.7. Diagnostics Tool:

• Implementation of a diagnostics tool to enhance troubleshooting and issue resolution efficiency.

• Ability for future API integration to enable proactive management of certain repairs processes and requirements.

2.8. Collaboration and Stakeholder Engagement:

• Streamlining work order delivery through improved collaboration, both within your internal team and with external stakeholders.

3. Objectives:

Our primary objectives with this procurement are to:

• Improve resident satisfaction through enhanced engagement channels.

• Minimise turnaround time for work orders and voids processes.

• Ensure compliance with regulatory standards and tracking systems.

• Streamline property inspections and issue resolution.

• Implement a robust supply chain management component

• Reporting and analytics to support optimised operational efficiency and delivery.

**II.1.6) Information about lots**

This contract is divided into lots: No

## II.2) Description

**II.2.2) Additional CPV code(s)**

- 48810000 - Information systems

- 48330000 - Scheduling and productivity software package

**II.2.3) Place of performance**

NUTS codes

- UKH12 - Cambridgeshire CC

**II.2.4) Description of the procurement**

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## II.3) Estimated date of publication of contract notice

1 April 2024

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# Section IV. Procedure

## IV.1) Description

### IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No