

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/002614-2024>

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): ocids-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

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.3) Estimated date of publication of contract notice

1 April 2024

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