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Planning

## **Market Engagement – Workforce Management Solution**

Northern Ireland Housing Executive

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-003738

Procurement identifier (OCID): ocids-h6vhtk-031535

Published 9 February 2022, 2:25pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Northern Ireland Housing Executive

2 Adelaide Street

Belfast

BT2 8BP

#### **Email**

[patrice.mcmahon@nihe.gov.uk](mailto:patrice.mcmahon@nihe.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

#### **Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

### **I.3) Communication**

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**

Housing and community amenities

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Market Engagement – Workforce Management Solution

#### **II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Northern Ireland Housing Executive (NIHE) requires a COTS Workforce Management IT system to support the delivery of its response maintenance service to 30,000 of its 85,000 homes throughout Northern Ireland. This system will need to facilitate the planning, monitoring, control and co-ordination of the tasks and activities required to provide a response maintenance service, and will be used by 300+ NIHE operatives and staff. At this time, we are considering the following options for the system landscape: 1) One system - providing all of the functionality listed below or 2) A core system providing the core requirements integrated with separate systems for the additional requirements.

\*Please note the NIHE are not seeking to develop a product

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

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

- 48332000 - Scheduling software package
- 48330000 - Scheduling and productivity software package
- 72212330 - Scheduling and productivity software development services
- 48430000 - Inventory management software package
- 48000000 - Software package and information systems

### **II.2.3) Place of performance**

NUTS codes

- UKN - Northern Ireland

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

The NIHE seeks to engage with suppliers who can offer a Workforce Management IT system to provide all of the following core requirements:

- a range of technology options to integrate with the NIHE IT Systems including Web Services , Application API's, file exchange options including secure FTP , XML and CSV

- Work order management and tracking (to be used on mobile devices) to include:

- Capture of work risk assessments

- Recording of stock/ materials used per work order

- Record before and after photographs of work order

- Schedule of Rate management

- Resource Planning and Management to include:

- Dynamic scheduling engine

- Workforce planning

- Task allocation

- Staff profiles/ competencies

- The ability to record task completion times

- Text messaging to customers

- Confirmation and evidence of text messaging to tenants to confirm appointments

- Mobile Working:

- Full workload/diary and detailed work tasks available on and updated directly from secure mobile device

-Point of Work Risk Assessments and Safe Systems of Work

-Direct capture of task events/stages (e.g. task assigned time/date, arrived time/date, task complete time/date) and task status aligned with KPIs.

-Automatic notification of task variation

- Fleet Management, tracking the key information about vehicles and equipment

- Full dashboard reporting facility to support reporting against task KPI's, cost reporting against budget, resource availability and efficiency, resource workload, resource timesheets.

- Document Management

- Electronic survey templates

- Asset Management

NIHE also has the following additional requirement which could be provided by either the core system or via integration with separate IT systems. This includes:

- Stock Management:

- The ability for NIHE vans to hold and manage stock for response repairs and record stock history, availability, pricing and distribution.

#### **II.2.14) Additional information**

If you would like to register your interest, please e-mail [patrice.mcmahon@nihe.gov.uk](mailto:patrice.mcmahon@nihe.gov.uk) no later than 23rd February 2022 at 15.00 giving your contact details i.e. name, job title, email address and contact telephone number. Any requests to register interest after this time and date will not be accepted. Please ensure only one representative from your organisation registers interest. NIHE may wish to follow up with a questionnaire and subsequently hold interviews on submitted questionnaires and/or hold demonstrations of products to seek further information. Please note that information associated with this Expression of Interest is subject to change.

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

2 September 2022

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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: Yes

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## **Section VI. Complementary information**

### **VI.3) Additional information**

This notice is for information only and the publication of this notice does not oblige NIHE to commence any competitive tender process. The information contained in this notice, including (but not limited to) the description and classification of the requirements, CPV codes and the estimated date of publication of the contract notice, is indicative only and NIHE reserves the right to amend it at any time without notice. NIHE shall not be liable for any costs, expenses or liabilities incurred by those participating in this notice in any way.