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Planning

Cambridge City Council - Comprehensive Housing Stock Management Software (PIN2)

Cambridge City Council

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-008033

Procurement identifier (OCID): ocds-h6vhtk-044822

Published 13 March 2024, 1:42pm

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://www.cambridge.gov.uk>

Buyer's address

<https://procontract.due-north.com>

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

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Cambridge City Council - Comprehensive Housing Stock Management Software (PIN2)

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

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.

This PIN is released with the idea that those organisations that submit their information via this route will be given direct access to the tender once it is released. The opportunity will, of course, still be advertised in the normal manner, however, any company expressing an interest at this point will get an automatic email once it is live on the portal

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.

This PIN is released with the idea that those organisations that submit their information via this route will be given direct access to the tender once it is released. The opportunity will, of course, still be advertised in the normal manner, however, any company expressing an interest at this point will get an automatic email once it is live on the portal

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 Works 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.

Please see the

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.2.6) Estimated value

Value excluding VAT: £1

II.3) Estimated date of publication of contract notice

1 May 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