	Cambridge City Council	Item

To:	Executive Councillor for Housing, Councillor Kevin Price
Report by:	Suzanne McBride, Strategic Director
Relevant scrutiny committee:	Housing Scrutiny Committee 18th January 2017
Wards affected:	ALL

Procurement of a new Housing Management Information System

Key Decision

1. Executive Summary

This report proposes a joint procurement exercise with South Cambridgeshire District Council, to provide a Housing Management Information System for both authorities. The Housing Services will remain distinct, with two instances of the new system provided, but recognising that moving to the use of a single provider would make it easier for the two Councils to share some or all of their housing services in the future.

2. Recommendations

2.1   The Executive Councillor is recommended:

- To approve a capital budget of £500,000 for Cambridge City Council's share of the up-front costs of jointly procuring a new Housing Management Information System with South Cambridgeshire District Council. The cost is to be fully met from existing repairs and renewals funds.
- To note the current annual support and maintenance revenue budget of £75,000.
- To recognise the procurement benefits of undertaking this project now, in partnership with South Cambridgeshire District Council.
- To approve that the authority proceed with this joint procurement exercise, and that following a compliant competitive process, the Strategic Director is given delegated authority to tender and award a contract on behalf of Cambridge City Council.

3. Background

3.1 South Cambridgeshire District Council's current contract for their Housing Management system with Orchard is over 20 years old, and their procurement advice is that a full tendering exercise is required in order to comply with EU procurement regulations. South Cambridgeshire District Council's Executive Management Team has approved a full OJEU procurement exercise to secure a new Housing Management Information System.

3.2 Although Cambridge City Council has a further 2 years before the agreed review date for the continued use of the Orchard software, the likely timescale of a full OJEU tender, procurement and implementation means that a joint project would fit well with the need for Cambridge City Council to re-procure these services.

Objectives and desired outcomes

3.3 The objectives of the project for Cambridge City Council are as follows:

- To procure a modern, fit for purpose housing and property management system for the HRA, the wholly owned housing company and any other assets held by the Council which require management activity to be undertaken.
- To provide a fully integrated housing management, rents, repairs, planned maintenance, asset and land management system
- To provide a system that successfully interfaces with other key systems deployed by the Council, with the Financial Management System being of the key applications to interface effectively.
- To realise time and cost efficiencies with business process management and time management.
- To ensure continued and expanded mobilisation of the workforce, with a flexible and adaptable mobile working solution.
- To expand the opportunities for engagement with customers through channel shift, to improve the digital offer so that customers can access key parts of our housing services such as checking rent accounts and ordering and tracking repairs.

3.4 A Project Board containing representatives from both authorities and project managed by 3C ICT, will be responsible for the delivery of the project objectives, following a recognised project management framework.

3.2   Expected Benefits

3.2.1. The benefits that will be realised by Cambridge City Council as a result of this project are:

- A new housing system implemented to coincide with current contract review timescales
- Value for money
- Improved application support, with one system across two councils
- Potential to extend mobile and remote working systems
- Greater, and more relevant, usage of, and links to other systems, such as GIS
- Improved service to, and engagement with, customers
- Streamlined working processes.

3.3   Project Scope

1.3.1 The scope of the project for Cambridge City Council includes key areas such as:

- Responsive repairs, void repairs, planned maintenance, gas inspections, electrical Inspections, direct labour management
- Tenancy management, lettings, appointments, home ownership / Right to Buy
- Rents administration, rent collection and arrears recovery
- Asset management, asset register, new build and development
- Mobile working
- Document management
- Reporting
- Mapping and GIS

3.4   Proposed Timetable

Milestone	Delivery Date
Phase 1 - Procurement	
Project Initiation Document sign off	24/11/2016
Housing Scrutiny Committee consideration	18/01/2017
Council consideration and approval	23/02/2017
Detailed specification produced and signed off	31/03/2017
Tender documents produced and signed off	14/04/2017
PQQ issued	24/04/2017
PQQ returns	26/05/2017
PQQ evaluation / shortlist	09/06/2017
Outline submission	16/06/2017

Milestone	Delivery Date
Dialogue	21/07/2017
Final submission	08/09/2017
Evaluation	01/12/2017
Contract awarded to supplier and signed off	19/12/2017
Phase 2 - Implementation	
Implementation of new Housing System	To be confirmed post completion of Phase 1
Project Closure	
Successful implementation	January 2019

4. Implications

(a)   Financial Implications

Resource of £500,000 has been accumulated in a repairs and renewals fund for the re-procurement of the housing management information, with permission to spend this allocation being sought as part of the 2017/18 budget process..

The current annual support and maintenance budget confirmed to be held by 3C ICT for the existing contract with Orchard, and any associated third party suppliers is £75,000. It is expected that the new system will be procured using current annual support costs as the benchmark. However, the spend per annum is wholly dependent on the type of system selected going forward; a cloud-based system with online functionality may have a higher annual cost, but require much less input from on-site support teams and require fewer servers, thus reducing internal and shared service recharges.

The total cost of the proposed system, in terms of supply, implementation and ongoing support, will be analysed as part of the evaluation and selection process. A contract will be awarded in line with the Council's Contract Procedure Rules.

(b)   Staffing Implications

Key housing staff will be involved at different stages of the project, depending upon their specialist knowledge. Tasks will include taking part in workshops and meetings to define the system specification, documenting and analysing the current and future processes / systems, training and technical implementation.

It is expected that this work will be undertaken by existing staff within housing and 3C ICT, due to the level of experience required. Some additional funding

may be required to allow backfill of key roles as part of phase 2 of the project, and the Housing Transformation budget may be called upon to meet this cost.

(c)   Equality and Poverty Implications

An EqIA has not been completed at this phase of the project; it is expected that any future housing management I.T. system will have the required capacity and tools to help the Housing Service deliver against its equality & poverty objectives. Analysis of any new system's capacity to record and analyse all data, including equality and poverty data, will be an integral phase of the project prior to procurement.

(d)   Environmental Implications

There are no direct environmental implications associated with the decision to re-procure a housing management information system, although prospective supplier's approach to environmental issues is likely to form part of the tender evaluation process. The ability for more customers to self-serve is likely to have a positive impact on the environment, if this method replaces the need for some customers to travel to visit Council offices.

(e)   Procurement

Due to the value of the joint project, OJEU procurement rules will apply. The procurement process will be manage by 3C ICT, with input from the Procurement teams at both authorities.

(f)   Consultation and communication

Communication will be the responsibility of the Project Manager, in line with a formal Project Communication Plan.

(g)   Community Safety

There are no community safety issues associated with this report

5. Background Papers

These background papers, prepared by 3C ICT, were used in the preparation of this report:

- Housing System Procurement – Draft Project Control Document – V1.
- Housing System Procurement Communications Plan – V1.

6. Appendices

There are no appendices associated with this report.

7. Inspection of Papers

To inspect the background papers or if you have a query on the report please contact:

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