

**ITEM No ...3.....**

**REPORT TO: POLICY AND RESOURCES COMMITTEE 26 JUNE 2017**  
**REPORT ON: MOBILE WORKING, SCHEDULING AND REPAIRS SYSTEM**  
**REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES**  
**REPORT NO: 227-2017**

**1.0 PURPOSE OF REPORT**

1.1 To recommend the purchase and supply of a Mobile Working, Scheduling and Repairs System Contract to replace the existing in-house Information Technology (IT) Systems for managing, costing and mobile working of Housing Repairs and to introduce new functionality for the dynamic scheduling of tradesmen to maximise performance and minimise cost.

**2.0 RECOMMENDATIONS**

2.1 The Committee is asked to approve the following:-

- a) Agree the outcome of the Tender Evaluation to procure a Mobile Working, Scheduling and Repairs System Contract.
- b) Agree the expenditure described in paragraph 3 for the capital cost of the new system and the five year licensing, maintenance and support contract;
- c) Purchase the supply and services of Total Mobile as the winning bidder for the Mobile Working, Scheduling and Repairs System Contract, hosted and managed by Dundee City Council.

**3.0 FINANCIAL IMPLICATIONS**

3.1 The total purchase and implementation cost of £403,338 will be funded from the 2017/18 capital budget.

3.2 Annual external costs for licensing, maintenance and support of £48,550 from year 1 onwards will be met from future Dundee Construction Services, Neighbourhood Services and Corporate Services Revenue Budgets for a five year period.

3.3 Internal staffing costs for configuring and administering the system will be contained within the Dundee Construction Services, Neighbourhood Services and Corporate Services Revenue Budgets.

**4.0 MAIN TEXT**

4.1 The aim of this procurement exercise was to procure a replacement system for the existing inhouse systems used by Dundee Construction Services for the management of Housing and Non Housing Repairs, Job Costing and mobile working of operatives. A system was also sought which would allow the dynamic scheduling of tradesmen, to ensure their maximum efficiency in deployment, to improve service performance and reduce cost.

The additional critical factors have influenced the procurement of the new Mobile Working, Scheduling and Repairs System Contract:-

- a) The existing applications are no longer fit for purpose with critical functionality being based on aged technology which is increasingly costly and difficult to support;
- b) The need to make use of technology to mobilise the workforce, improve communication channels with customers and enable services to be delivered in a more flexible way;
- c) The inflexibility of the current applications to be adapted for current and future requirements;

- d) The impact of Corporate Services (IT) workforce planning and the reality of the reducing capability to maintain and enhance existing in-house systems in a rapidly changing environment;
- e) The need for a single system to coordinate, administer and manage the different activities needed to provide a Housing and Non Housing Repairs service;
- f) The need for a single system to provide transparent, flexible controls and management information and to integrate with wider critical Housing and Financial systems;
- g) Improve the service offering to Council tenants by offering an appointment based service for response repairs which is efficient and meets the needs and aspirations of tenants.

4.2 A programme of work to approach the market place for a Mobile Working, Scheduling and Repairs System Contract was initiated and managed by the Customer Services and IT with each of the stakeholder services represented.

Stakeholders represented included, Construction Services, Finance, IT and Neighbourhood Services staff from within Dundee City Council and also Tayside Contracts staff. A tendering exercise was initiated as a mini-competition under the Crown Commercial Service Local Authority Software Applications framework agreement (reference RM1059).

4.3 It was known that a number of market place solutions were already used by other Local Authorities. An Invitation to Tender (ITT) would allow Dundee City Council to set out its requirements to the marketplace.

4.4 An ITT Team was established to prepare the necessary tender documents which included the specification of requirements. This group represented all key business areas.

4.5 The tender assigned weightings to requirements within the specific criteria of the framework. Supplier tender responses were evaluated as well as scenario based product demonstrations held.

4.6 Feedback from the qualitative evaluation phase and the 5 year product and maintenance cost figures were used to complete the "Quality Price Tender Evaluation Matrix" to identify the preferred supplier/solution.

5 submissions were received from which the top 3 scored, based on quality and price were taken forward to final evaluation. The 3 offerings taken to final evaluation were for solutions to be hosted internally.

For the provision of a Mobile Working, Scheduling and Repairs System Contract the final scores were as follows:-

<b>Ranking</b>	<b>Bidder</b>	<b>Quality Score (48%)</b>	<b>Price (32%)</b>	<b>Demonstration</b>	<b>Combined Score</b>
1	Total Mobile	33.4	26.4	16	75.8
2	Civica	32.8	28.8	12	73.6
3	Aareon	28.1	32	8	68.1

4.7 Total Mobile was evaluated as the winning bidder for a Mobile Working, Scheduling and Repairs System Contract for Dundee Construction Services.

- 4.8 The Total Mobile product is based on modern, resilient architecture spread across the Council's two data centres. The application is fully web based and flexible to meet future needs of the service. As such, it will meet the objectives of the Councils Housing and Non Housing repairs management service.
- 4.9 As the system has mobile functionality, information can be accessible, gathered and updated by staff "out in the field". This will create a culture where staff can easily access and record information without having to return to the office.
- 4.10 The system will enable essential and effective scheduling of resource and materials across responsive repairs to allow optimum deployment of resources and a higher number of first time fixes and right first time repairs.
- 4.11 The system is accessible by business intelligence tools which will enable full transparency of data on costs and performance and for staff to be self sufficient in the creation and maintenance of management information reports.
- 4.12 To transform our services, we recognise that modernising our working practices is not only about structures, processes and the use of new technology but requires our people to adapt to new working environments. Our Council is improving its investment in workforce and organisational effectiveness by adopting new working practices such as mobile and flexible working, the use of technology and more targeted use of our buildings. The Total Mobile product will allow us to explore alternative models of the deployment of our overall resources and assets.

## **5.0 POLICY IMPLICATIONS**

- 5.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

There are no major issues.

## **6.0 CONSULTATIONS**

The Council Management Team were consulted in the preparation of this report.

## **7.0 BACKGROUND PAPERS**

None.

GREGORY COLGAN  
EXECUTIVE DIRECTOR OF CORPORATE SERVICES

DATE 8 JUNE 2017

