REPORT TO: POLICY AND RESOURCES COMMITTEE – 14 MARCH 2016

REPORT ON: INTEGRATED HOUSING MANAGEMENT SYSTEM

REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES

REPORT NO: 88-2016

1.0 PURPOSE OF REPORT

1.1 To recommend the purchase and supply of an Integrated Housing Management System to replace the existing in-house Information Technology (IT) Systems for Housing Services.

2.0 RECOMMENDATIONS

2.1 The Committee is asked to approve the following:-

 a) Agree the outcome of the Lot 1 of a Tender Evaluation to procure an Integrated Housing Management System.

 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 Civica CX as the best value choice for an Integrated Housing Management System, hosted by the Council and managed by the Supplier.

3.0 FINANCIAL IMPLICATIONS

3.1 The total purchase and implementation cost of £752,524 will be funded from the 2016/17 Housing Revenue Account capital budget.

3.2 Annual external costs for licensing, maintenance and support of £92,200 from year 1 onwards will be met from future IT and Neighbourhood Services Revenue Budgets for a five year period.

3.3 Internal staffing costs for administering the system will be contained within the Neighbourhood Services Department and IT Revenue Budget.

4.0 MAIN TEXT

4.1 The following critical factors have influenced the procurement of the new Integrated Housing Management System:-

 a) Existing housing applications need to be substantially upgraded with core people and property databases that link with existing systems. The Council's approach was that external IT software solutions should be considered;

 b) Organisational changes such as the creation of an Asset Management Team within Housing and Communities to bring together reactive and planned repairs, deliver a repairs appointment system and ensure compliance with the Energy Efficiency Standard for Social Housing (EESSH) require IT systems applications that are responsive and capable of further development;

 c) 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;

4.2   A programme of work to approach the market place for an Integrated Housing Management Solution was initiated and managed by an Executive Project Board chaired by the Executive Director of Corporate Services with each of the stakeholder divisions represented.

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. A single stage open tender was advertised on the Public Contracts Scotland advertising portal which was open to all potential bidders.

4.4   An ITT Team was established to prepare the necessary invitations to tender which included the specification of requirements. This group represented the key business areas within Housing and Construction that would benefit from using such a new solution.

4.5   The tender assigned weightings to requirements within specific criteria which were applied as 50% for "Quality, aesthetics and functional characteristics", 10% "Technical assistance and after sales service" and 40% "Price".   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 Scottish Government provided "Quality Price Tender Evaluation Matrix" to identify the preferred supplier/solution. For the provision of an Integrated Housing Management solution the final scores were as follows:-

Ranking	Bidder	Quality Score	Price Score	Demonstration	Combined Score
1	Civica	100.0	57.4	100	82.9
2	NPS	75.2	93.8	67.2	81.8

4.7   Civica CX was identified and agreed to be the preferred supplier/solution for a fully integrated housing solution.

4.8   The Civica CX product is based on modern architecture, fully web based and flexible to meet future needs of the service. As such, it will meet the objectives of the Corporate Services (IT) workforce planning strategy. It uses web services, so interaction with other internal and external systems is more easily achieved, providing more opportunities for integration across the service and the council.

4.9   Moving to a fully integrated Housing Management System with an expansive Asset Management Solution will deliver a number of efficiencies. These will be achieved as a result of sharing relevant information and improving methods of communication between teams and with customers; reducing administrative costs to provide services and information. Use of new modern technology will also facilitate the capture of information "out in the field" with the ability to send information to the "back office" solution automatically and in "real time".

4.10   The solution will offer a more complete view of customers, tenants and owners, including how these customers prefer to be contacted, for example, through the traditional routes of letter and telephone, but extending the use of email, SMS and social media. Campaigns can be organised through the housing solution, to contact customers about news and events.

4.11   Similarly, complete information relating to assets can be recorded, for example, information and attributes relating to houses, rented and owned, garages and lock ups. Sustainability modelling can be achieved through "what-if modelling" where the impact of repair item replacements, costs, lifetimes and next due dates can be modelled to inform future expenditure. The asset management solution can also hold corporate assets, such as Community Centres and areas of land owned by the council.

4.12   As the system has inherent mobile functionality, information can be gathered and updated by staff "out in the field" and fed back and stored in the housing solution. This will create a culture where staff can easily record and report issues that affect the wider council team.

4.13   The implementation and post implementation support of this product is a large scale undertaking which will require full time resourcing as well as part-time input from many service sections and involvement with third party providers. The implementation will be led by a Business Systems Development Team staffed by members of the Neighbourhood Services and IT teams. The Business Systems Development Team will coordinate developing revised processes, reviewing existing documentation and methods of communicating with customers, preparing data for migration to the new solution, testing new systems and delivering training to Neighbourhood Services staff.

4.14   The new platform will add significant functionality to that which already exists. This will include on line portals for Citizens and other agencies. This will help facilitate the Council's channel shift agenda.

5.0   POLICY IMPLICATIONS

5.1   For the purposes of this procurement the Council adopted the Public Contracts Scotland Procurement Framework. With reference to this framework and the Council's own procurement process, this Report has been screened for any policy implications in respect of sustainability, strategic environment assessment, anti poverty, equality impact assessment, privacy impact assessment and risk management. The framework states supplier compliance with a number of standards including but not limited to service management, environmental, project management, risk management, safety, accessibility, government IT, architecture, external connectivity and government information security. There are no major issues.

6.0   CONSULTATIONS

       The Chief Executive, Executive Director of Neighbourhood Services and the Head of Democratic and Legal Services were consulted in the preparation of this report.

7.0   BACKGROUND PAPERS

       None.

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