

Subject:	Update Housing Management IT System Procurement		
Date of Meeting:	13 June 2018		
Report of:	Executive Director Neighbourhoods, Communities & Housing		
Contact Officer:	Name:	Ododo Dafe	Tel: 01273 293201
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Ward(s) affected:	All		

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 This report updates Housing & New Homes Committee on progress made on the report it received on 14 June 2017 recommending that the Executive Director Neighbourhoods, Communities & Housing be granted delegated authority to test the market and procure a new housing management IT system for council housing services.
- 1.2 Procurement of a new system will lead to long term operational efficiencies, will help ensure that resident services are provided as effectively as possible, and will improve the customer experience - making a significant contribution to service delivery that is fit for the future.

2. RECOMMENDATIONS:

- 2.1 That Housing & New Homes Committee note the contents of this report.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 The Council's primary housing management IT system, Northgate Open Housing Management System (OHMS) is now over 20 years old. The current contract has been extended to June 2020 in order to enable the procurement process to take place and allow for a reasonable implementation period following from contract award.
- 3.2 The budget agreed for the replacement system is £1.2m which includes the cost of a project team that will be put in place for approximately 18 months. The system will include an integral customer relationship management layer.
- 3.3 Housing, Procurement, Legal, Information Technology & Digital (IT&D), and Digital First colleagues have worked closely to develop a detailed Housing and IT specification. This has involved teams across the Housing service, and the process has benefitted from hearing from tenants and leaseholders on the

Business & Value for Money Service Improvement Group about what they would like to see from a customer portal.

- 3.4 A project board, chaired by the Executive Director Neighbourhoods, Communities & Housing has been set up to provide oversight and governance for this procurement, and a project manager has recently been appointed, and will be in post during June. In addition, the officer comprised procurement panel which will evaluate submitted bids has been established.
- 3.5 A workshop for Housing & New Homes Committee members was held on 23 April 2018 to look at what councillors would want with regard to IT systems and to discuss progress with the procurement.
- 3.6 Research was undertaken to determine which procurement route to follow with the decision to follow an OJEU (Official Journal of the European Union) open tender procurement. A framework approach was considered but a specific framework suitable to this type of system procurement ends in August 2018 with a new Crown Commercial Services framework not due to be in place until January 2019. The tender is due to be published in June. The contract term is five years, with an option to extend for a further two years.
- 3.7 The bidders who meet the specification based on the evaluation of all criteria will be invited to visit during July/August 2018. The assessment process will involve:
 - a bidder presentation
 - testing of the customer portal by some tenants and leaseholders to ensure that it provides the functionality and transactions that would be of most value to residents accessing online information and services
 - testing of a variety of user journeys to determine how well the system matches the Council's requirements
 - site visits to some housing organisations providing references, to see how the systems work in a live environment.
- 3.8 The contract is expected to start in October 2018 with an 18 month implementation period.
- 3.9 The system is due to go live in April 2020, and this will coincide with the new repairs and maintenance partnership - enabling a smoother set up and transition between repairs systems.

4. ANALYSIS & CONSIDERATION OF ANY OPTIONS

- 4.1 Options were presented to Committee in the July 2017 report, and this report updates on the decision made to procure a new housing management IT system for Housing.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 Resident feedback has informed the chosen option to procure a new housing management system; and as mentioned in paragraph 3.3 above, soundings from residents have informed the specification.
- 5.2 Residents will be invited to test shortlisted bidders' customer online portal sections to evaluate that it provides the functionality and transactions that will be of most value to residents using online services. A welcome suggestion was made at Area Panel about asking a tenant with sight problems to participate in this exercise.

6. CONCLUSION

- 6.1 The project manager will provide this committee with a briefing once the contract has been awarded as part of the Council's communication plan for this procurement.

7. FINANCIAL & OTHER IMPLICATIONS:

7.1 Financial Implications:

A budget of £1.200m was approved by Policy, Resources & Growth Committee on 13 July 2017. This expenditure is funded from HRA reserves.

Finance Officer Consulted: Monica Brooks

Date: 014/06/18

7.2 Legal Implications:

There are no significant legal implications arising from this report which is to note.

Lawyer Consulted: Liz Woodley

Date: 04/06/18

7.3 Equalities Implications:

None arising directly from this report. Equalities considerations have informed the specification for the new system, to meet equalities requirements for staff and customer users alike.

7.4 Sustainability Implications:

None arising directly from this report.

7.5 Any Other Significant Implications:

None arising directly from this report.

7.6 Public Health Implications:

None arising directly from this report.

7.7 Crime & Disorder Implications:

None arising directly from this report.

7.8 Risk and Opportunity Management Implications:

None arising directly from this report.

7.9 Corporate / Citywide Implications:

None arising directly from this report.

SUPPORTING DOCUMENTATION

Appendices **None**

Documents in Members' Rooms **None**

Background Documents **None**