

Report of	Assistant Director of Policy and Corporate	Author	Geoff Beales ☎ 506514
Title	Request for Delegated Authority to Agree the Award of Contract		
Wards affected	All wards		

1. Executive Summary

- 1.1 The current IT system for housing management has been in place since 2001. The original 10-year contract with Capita, the current supplier, has expired and the system is now covered by support and maintenance purchased on an annual basis. The system has been added to throughout the last seventeen years and the functionality to support the business is now delivered by a suite of systems, including s appointments, work scheduling, repairs, asset management and reporting. The majority of these systems were procured as additions to the original contract and are therefore also out of contract, with just support and maintenance in place.
- 1.2 Capita has advised that they plan to issue an end of life notice for September 2020. In addition, the current suite of Housing management systems does not fit with the Council's ICT Strategy as they require complex integrations work, are not fully mobile device friendly and it is not possible for them to be fully supplier hosted. On a temporary basis, the Council's ICT Team has moved the suite of systems into the Microsoft Azure cloud, to remove the need for on premise servers; however, this is a costly interim solution. Capita does not fully support this solution as a platform for their systems, so the Council could be at risk if issues arise that would not be supported for resolution.
- 1.3 The current suite of systems requires management of numerous interfaces, duplication of effort when keying in data, several different approaches to GDPR and separate document management solutions.
- 1.4 The Council and Colchester Borough Homes (CBH) are working together to agree a way forward to replace the suite of housing management systems through procurement of a new solution that fits with the Council's ICT strategy, can be fully supplier hosted and also meets the current and future business needs of CBH and our customers. It is anticipated that the contract length will be five years plus, with a whole life contract value in excess of £500,000. The timescale to procure and implement a new system is tight due to the notification from Capita to cease support for the system from September 2020.

2. Recommended Decision

- 2.1 To delegate the authority for approval of the award of contract to the Recommended Bidder for the installation of a new Housing Management System to the Portfolio Holder for Housing in consultation with the Assistant Director Policy and Corporate.

3. Reason for Recommended Decision

- 3.1 The existing contract period is coming to an end following the issue of a de-support notice by the current supplier. As a result, there is a requirement to offer the work to competitive tender in order to establish continuous improvement and best value. There is no nil cost standstill option in this case.

4. Alternative Options

- 4.1 There are few alternative options as this programme forms part of the Council Statutory obligations as a Landlord and protects both our customers and the housing assets. The procurement process to be followed will comply with the Public Contracts Regulations 2015. There is no nil cost standstill option in this case.

5. Background Information

- 5.1 CBH is a company set up and owned by CBC to provide management and maintenance to the Councils housing stock, residential, corporate and public buildings. Rental income from these properties totals in excess of £30m.
- 5.2 CBH operate their own in-house repairs team as well as using a network of suppliers. The in-house team carries out around 15,000 repairs jobs per year with contractors carrying out around 4,000 repairs and a further 4,000 gas repairs.
- 5.3 A range of services are provided to tenants and residents and any new IT system will need to support CBH in its business needs, provide a better service to tenants and contribute to efficiencies. These services include the following:
- Lettings, tenancy management and income collection
 - Buildings maintenance, renovations, refurbishments and repairs
 - Asset management
 - Facilities management
 - Housing options and advice
 - Private sector, temporary and leased accommodation
 - Corporate buildings
 - Health and safety
 - Construction projects
 - Energy efficiency
- 5.4 The contract will be procured following a Public Contracts Regulations 2015 compliant tender process and in accordance with the Council's Contract Procedure Rules and Procurement Strategy.
- 5.5 The Public Services (Social Value) Act came into force on 31 January 2013. The act requires that public authorities consider wider social and environmental benefits when they choose suppliers, rather than basing commissioning decisions solely on price and quality. The Council consider things such as apprenticeships, tenant training and work experience, reducing the impact on the environment and supporting community projects all good examples of providing social value.
- 5.6 A procurement process will commence with the placement of an advert on Contracts Finder and through conducting an open procedure utilising a suitability assessment. The selected contractors will be invited to tender.
- 5.7 The current robust controls and monitoring arrangements will continue as a minimum standard in the new contract. The formal monthly Client ICT Meetings attended by both the Council and CBH include monitoring ICT priorities, monitoring of expenditure against agreed budgets, analysis of performance against KPIs, the quality and standard of the services provided to tenants by reviewing customer satisfaction reports, complaints and direct liaison with tenants.
- 5.8 CBH's role as the Contract Administrator (CA) has been key to the success of existing work programmes. CBH will continue to manage the contract on behalf of the Council, which will include managing day to day issues/arrangements of the contract and act as the main point of contact for all parties through the nominated representative. The nominated representative will attend the monthly Client ICT Meetings to report on the contractor's performance.

6. Equality, Diversity and Human Rights implications

- 6.1 The relevant Equality Impact Assessment for the CBC Procurement Strategy can be found [here](#) or by following the path: www.colchester.gov.uk > Your Council > How the Council Works > Equality and Diversity > Equality Impact Assessments > Commercial Services >
- 6.2 Through the Procurement Strategy, staff ensure that all future procurement and purchasing documentation recognises, understands and supports CBC and CBH policies with regard to equal opportunities, diversity and human rights.

7. Strategic Plan References

- 7.1 The Strategic Plan sets out clearly the Councils priorities. The services and projects delivered by CBH contribute directly to the Strategic Plan 2018-2021 priority areas:
- **Wellbeing** - Provide opportunities to increase the number of homes available including those that are affordable for local people and to build and refurbish and purchase our own Council houses for people in significant need.
 - **Wellbeing** – Target support to the most disadvantaged residents and communities
 - **Responsibility** - Develop a strong sense of community across the Borough by enabling people and groups to take more ownership and responsibility for their quality of life.
 - **Growth** - Create the right environment for people to develop and flourish in all aspects of life both business and pleasure

8. Consultation

- 8.1 Tenants acting as quality audit assessors give feedback to CBH on the services that they provide, this includes self-service, payments and online services. Feedback is sought on current performance on a rolling basis.

9. Publicity Considerations

- 9.1 Good communication with tenants is vital and the Council working closely with CBH will need to issue information to our tenants to advise them of new contract arrangements, how it will affect them with ongoing updates as the programme progresses.

10. Financial implications

- 10.1 The value of the contracts are such that it requires approval by Cabinet and will be awarded subject to a competitive tender process. Implementation of a new housing management solution is a key component in the CBH Value for Money, Technology & Investment Plan. Successful delivery of the programme will mean efficiencies are delivered in terms of streamlined processes a reduced number of systems and facilitation of self-serve.

11. Health, Wellbeing and Community Safety Implications

- 11.1 Through this contract the Council will ensure that access to online services for all tenants and leaseholders are able to be provided for reporting issues, making payments and monitoring accounts.

12. Health and Safety Implications

- 12.1 Through the role of Contract Administrator CBH will ensure Health and Safety requirements are fully complied with when the specification for the system is written.

13. Risk Management Implications

- 13.1 By following a tender process that is compliant with the Public Contracts Regulations 2015 and by implementing the controls and recommendations as set out in this report, the Council is seeking to mitigate against any potential risks or challenges.