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**United Kingdom-Livingston: Information systems or technology planning services
2020/S 239-592221**

Prior information notice

This notice is for prior information only

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Official name: West Lothian Council

Postal address: West Lothian Civic Centre, Howden South Road

Town: Livingston

NUTS code: UKM78 West Lothian

Postal code: EH54 6FF

Country: United Kingdom

Contact person: Anita Bainbridge

E-mail: anita.bainbridge@westlothian.gov.uk

Internet address(es):

Main address: <http://westlothian.gov.uk>

Address of the buyer profile: https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00140

I.3) Communication

Additional information can be obtained from the abovementioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title:

Housing Management System

Reference number: CC10701

II.1.2) Main CPV code

72222200 Information systems or technology planning services

II.1.3) Type of contract

Services

II.1.4) Short description:

West Lothian Council have a requirement to tender for an IT management system covering daily operations within the housing, customer and building service areas.

As our service recovers and renews following Covid-19, we are seeking to ensure we operate digitally, in communities and efficiently. We wish to deliver resolutions and services at point of need, and be able to deliver entire customer journeys, end to end. We want a system agile enough to deliver self service, automation and to be agnostic of device or method of contact.

We want a solution that supports our ethos of service design by user feedback, and integrates fully and seamlessly with the council's CRM provision. We see the next 10 years as a critical decade of modernisation of our service to move into a more user focused service delivery model, and require a partner who will not just enable this, but will deliver future proof solutions for a modern housing and customer service.

II.1.5) **Estimated total value**

Value excluding VAT: 800 000.00 GBP

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.2) **Additional CPV code(s)**

72222000 Information systems or technology strategic review and planning services

72222200 Information systems or technology planning services

72222100 Information systems or technology strategic review services

72223000 Information technology requirements review services

72267100 Maintenance of information technology software

II.2.3) **Place of performance**

NUTS code: UKM78 West Lothian

II.2.4) **Description of the procurement:**

The council's present IT Management system covers daily operations within the housing, customer and building service areas. The system is central to all users (both West Lothian Council and external partner housing associations) across a wide geographic base and makes use of mobile solutions for field based staff and remote working and be device responsive.

The system provides reports, key performance indicators and manages homeless, allocations, rents, arrears, repairs, purchasing of materials, plant and equipment and property asset management operations. The system incorporates a customer portal facility for our use by our existing tenants and housing waiting list applicants. A repair diagnostic system is also used by our staff and customers to help ensure effective repairs reporting which is currently hosted externally.

II.2.14) **Additional information**

II.3) **Estimated date of publication of contract notice:**

01/06/2021

Section IV: Procedure

IV.1) **Description**

IV.1.8) **Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

Section VI: Complementary information

VI.3) **Additional information:**

Further information can be obtained from Anita Bainbridge (IT Procurement Contract Licence Manager) anita.bainbridge@westlothian.gov.uk or Derek Cornwall (Customer Services Manager — Housing, Customer and Building Services) derek.cornwall@westlothian.gov.uk

Note: to register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Website at https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=632586

(SC Ref:632586)

VI.5) **Date of dispatch of this notice:**
03/12/2020