# Specification:

# IT Business Application for City Services District Teams

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Author: Alan Frankcom



## Specification Document History

### Document Location

This document is only valid on the day it was printed.

The master document is stored in the City Services IT Improvement Programme shared drive managed by the Programme Manager.

### Version History

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| **Version No.** | **Version Date** | **Summary of Changes** |
| v0.1 Draft | 23.12.2020 | *Initial draft.* *The attachment ‘Product Specifications v1 has been shared with district team managers in draft & amended based on their feedback.* |
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### Approvals

This document requires the following approvals.

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| --- | --- | --- | --- | --- |
| **Name** | **Signature** | **Title** | **Date of Issue** | **Version No.** |
| David Tyrie |  | Head of City Services | 23.12.20 | v0.1 draft |
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| **Name** | **Title** | **Date of Issue** | **Version No.** |
| David Tyrie | Head of City Services |  | v0.1 draft |
| Claire McCormack  | Procurement Business Partner |  | v0.1 draft |
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## Specification

### Introduction

A new IT solution is planned as part of the Council’s IT improvement programme for City Services. This involves procuring a suitable business application to manage the work of these service areas: street cleaning, parks and open spaces, play area inspections, pest control and clinical waste. Tenders are invited from suppliers for some or all these components.

In this document, the term ‘district teams’ will be used as a shorthand for several teams providing these services, and the proposed solution will be referred to as the ‘district teams business application’.

We aim to provide a high-quality service delivering good public amenities, maintaining the city as a safe and attractive environment for residents & visitors to the city; to maintain public spaces through a well-organised programme of scheduled cleaning & maintenance; and provide fast & effective response to customer requests. Sustainability is increasingly a priority, this includes protecting the natural environment, reducing pollution including vehicle emissions from our own fleet, and ensuring services we deliver are economically sustainable.

### Aims

Using an integrated IT system to deliver services more efficiently.

Managing regular and ad hoc tasks within a single business application designed for the job and integrating with our corporate CRM system EM Pro (Engagement Management Professional) supplied by Verint.

Enabling IT-connected mobile working by vehicle crews and remote workers, as well as staff working from offices and home working.

Managing commercial services effectively, including invoicing, integrated with our corporate ERM system Business World supplied by Unit4.

Producing comprehensive and useful business intelligence to inform operational management and strategic planning.

### Scope

This project is seeking a platform to manage street cleansing, grounds maintenance, pest control and clinical waste. It is not looking for a replacement to the current solution for waste operations, which uses Bartec Collective.

### Outcomes

* Provides the Council’s City Services with an effective business application for managing all district teams scheduled and reactive work tasks.
* Functions as part of an integrated IT solution, with interfaces to and from other corporate applications as necessary.
* Enables mobile working via in-cab units and personal mobile devices, with real time information sharing including photographs.
* Supports a financial management mechanism for commercial work.

### Background to the requirement

* District teams manage street cleansing jobs (including fly tipping, graffiti removal, street sweeping etc), and parks and open spaces maintenance (including play areas). This involves planned work, as well as over 5,000 ad hoc customer requests per year. The service is provided by 3 district teams (East, Central & West), with crews using a range of vehicles plus single staff members working remotely, and office-based staff. Currently this service lacks a unified business application, although ad hoc service requests are managed within EM Pro.
* The commercial grounds service manages 20 contracts varying from single site to 70 sites per contract; approximately 340 sites in total. These includes schools, police, fire and ambulance stations, public buildings and care homes. This service also involves inputs by crews, remote workers and office-based staff. The service currently uses Down to Earth (MCPC systems) as an asset management database.
* Play area inspections are carried out on a regular schedule by members of the district teams, with specific legal requirements for the Council to produce inspection reports and track action resolve to defects, retaining this data for 21 years.
* Pest control services receive ad hoc service requests from customers (SCC residents), which are scheduled as daily appointments; as well as maintaining commercial contracts involving a programme of scheduled inspections. Currently this service lacks a unified business application, although the Council’s corporate planning system Uniform (Idox) is used to retain customer account details.
* Clinical waste collection services include collections for individuals, who in most cases are referred by GP practices, as well as some for schools and commercial premises. Currently this service lacks a unified business application.
* The above services use EM Pro CRM to receive customer requests, including some completed online using web forms, and others raised by phone calls to the Customer Services team.
* The pest control and clinical waste services are chargeable; this includes commercial customers with business accounts, city residents paying for ad hoc work, and internal recharges to other Council departments. A small proportion of street cleaning teams’ business, conducted on private land, is also chargeable. The district teams’ business application needs to integrate with other applications to manage this. The EM Pro CRM connects users to pay for services through the Council’s existing e-pay portal, and records of these charges need to be shown in the district teams’ business application. Commercial customer accounts are invoiced from the Council’s corporate Business World ERP, and the district teams’ business application needs to send invoice files to this.
* The Council maintains details of all premises within the city boundaries in the Local Land and Property Gazetteer (LLPG), and updates from this are regularly uploaded to geographic databases maintained by the Council, which will include the proposed district teams’ business application.
* The Council maintains geographic location data on its ‘SoMap’ database, which includes details of street, parks and grounds features such as litter bins, open spaces, and play areas; and scheduled collection dates. This will be maintained in conjunction with the district teams’ business application.

### Requirements

* Meet and keep systems up to date with the latest technical and security certification in line with relevant data protection legislation.
* Provide users with the best possible experience, including remote workers in all parts of the city.
* Enable users to provide the best possible responsiveness to customer enquiries.
* Provide effective real time monitoring and work pack management and utilise teams to be as efficient as possible.
* Provide real time information on service delivery and enable comprehensive business intelligence.

### Functional requirements

#### All Services:

A GIS-based system which enables users to track vehicle locations and rounds; and look up the details of properties, streets and parks/grounds.

Managing planned work schedules for crews and individual officers; and assigning customer requests for action.

Costing chargeable jobs and producing invoice files.

Interfaces with the Council’s CRM system (Lagan EM Pro), and ERP System (Business World) for invoicing purposes, and API enables straightforward interfacing with other business applications.

Mobile working application can be used with android tablets and in-cab units.

#### Play Area Inspections

This module needs to include post installation, daily, 6 weekly and annual inspections, which meet all the requirements of BSEN1176 guidance.

#### Pest Control

This module needs to include a customer appointment booking system.

### Technical requirements

To be determined through discussion with supplier.

### Performance requirements

To be determined through discussion with supplier.

### Other requirements

User training package.

### Constraints / other considerations

### Implementation requirements

### Contract / service management requirements

Our preference is for a cloud hosted fully manged service with support and clearly agreed service levels.

### Procurement & contractual requirements

### Procurement procedures / format and content of responses /instructions to bidders