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# Soft Market Test

For

**Regulatory Services and Private Sector Housing**

**Management Information System**

West Northamptonshire Council

# Section 1: Introduction

## General Requirements

* 1. The purpose of this document is to briefly explain to suppliers the business and technical requirements and the expected scope of the Regulatory Service systems requirements in order that suppliers can explain the relevance of products, services and their experience to the requirements.
  2. **Please note:** this market testing exercise is **not** an invitation to tender or a request for formal expressions of interest. This document does not form any part of an invitation to tender. West Northamptonshire Council (WNC) is issuing this request for **information only**. Any supplier invited to present to WNC is doing so to support market research only and to help make any potential procurement process more focused and efficient. No supplier selection or supplier preference is implied.

## Confidentiality and Freedom of Information (FOI)

* 1. **Please note:** all information included in this Soft Market Test is confidential and only for the recipients’ knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party without prior written authorisation.
  2. All responses will be treated confidentially. However, please be aware that we are subject to the disclosure requirements of the FOI Act and that potentially any information we hold is liable to disclosure under that Act. For this reason, we strongly advise that any information you consider to be confidential is labelled as such. In the event that a request is subsequently made for disclosure under FOI the request will be dealt with in accordance with the legislation.

## Background

* 1. In April 2021 the formation of the new West Northamptonshire Council (WNC) unitary authority took place bringing together Northampton County, Northampton Borough, South Northants and Daventry District Councils Regulatory Services. As a result there are currently several legacy systems in use across the authority .To support West Northamptonshire Council’s transformation ambitions we are keen to explore the market and further understand the possibility of a single centralised Regulatory Services system to bring together processes, data and reporting across the following service areas
* Food Safety, Occupational Health & Safety and Infectious Disease Management
* Environmental Protection and Environmental Crime
* Licensing
* Private Sector Housing,
* Customer services
* Land Charges (Not in scope for this work but we are keen to identify any solutions for this area as part of this exercise)

## Soft Market Test Timetable

* 1. Please read this document and if you feel that your organisation is able to contribute to this exercise please complete the questionnaire at the end of this document and return, via email to [robert.michalak@westnorthants.gov.uk](mailto:robert.michalak@westnorthants.gov.uk) by Monday 24th April 2023.
  2. Following receipt and review of the responses, a decision will be made internally on the best procurement approach. The timetable is provided below:

|  |  |
| --- | --- |
| **Stage** | **Date** |
| Deadline for receipt of responses to Soft Market Test. | 24th April 2023 |

* 1. Potential responders will not be prejudiced in any future procurement processes by either responding or not responding to this soft market test exercise.

# Section 2: Identification of Requirement

## Current Situation

* 1. Across the former legacy councils which now make up WNC Regulatory services. there are currently 4 different systems in use . NEC M3/Assure , Lalpac and Rocktime (private housing only).
  2. The systems used do not integrate with each other or the WNC finance system, and as such it is not possible for the Council to have a single view of operational performance ,costs or be able to report and share information in a single system.
  3. The systems are currently hosted on premise and there is a wider strategic ambition to explore moving to a cloud hosted solution.
  4. In order to meet the changing needs of the business and future transformation plans an integrated and hosted Regulatory Services Solution is being considered. This solution will be required to consolidate disparate systems and provide robust performance and financial oversight for the following areas
* Food Safety, Occupational Health & Safety and Infectious Disease Manangement
* Environmental Protection and Environmental Crime
* Licensing Private Sector Housing
* Land Charges ( This is not in scope for this work but we are keen to understand what is available in the market )

## Our Requirements

6.1 We are looking for a user configurable system that will support operational delivery for all of the services listed above and which will also,

* enable teams and customers to log service requests
* manage and assign, audit and report on case loads and performance
* provide statutory and non statutory reporting and include the ability to support bespoke reporting and GDPR/FOI requests
* support integration to other systems such as finance and customer services /LLPG and GIS systems if required
* enable mobile working and provide users the ability to work from any location
* ensure compliance with all user accessibility requirements

# Section 3: Supporting information

Please note: you do not need to resize the table; it will automatically adjust to fit your response.

## Section A: Organisation and Contact Details

|  |  |
| --- | --- |
| **Question** | **Response** |
| Name of your organisation |  |
| Registered office (if applicable) |  |
| Trading address (if different from office) |  |
| What if any local connections do you have with the authority? |  |
| Name of person whom an queries relating to this questionnaire should be addressed |  |
| Telephone Number(s) |  |
| Email |  |
| Address if different to above |  |
| Please can you advise if you are on any suitable to our requirements National procurement frameworks and provide details. |  |

## Section B: Questions

Please note: you do not need to resize the table; it will automatically adjust to fit your response.

|  |  |
| --- | --- |
| **Question** | **Response** |
| 1. What is the name of your solution |  |
| 2. Can your solution deliver against the stated requirements. If your solution is unable to support all listed service areas, can you specify which ones and why. |  |
| 3. Please list public sector organisations that use your solution. |  |
| 4. Can your solution ensure compliance with the requirements of relevant Government Departments |  |
| 5. Can your solution support the use of LLPG data |  |