

**Early Engagement Notice**

**Our Reference:** Atamis: **P-006874** (YHN Internal Reference - P1847)

**Notice Title:** Market /Supplier Engagement Event – The Provision of a Case Management Software Package

**Post Code Area:** Newcastle upon Tyne. NE7 7LX

**Region:** North East of England

**CPV Code:** 48000000 (Software package and information systems)

**Description:** The Provision of a Case Management Software package.

**Introduction:**

Your Homes Newcastle Limited (YHN) is developing plans for the procurement of a Case Management Software package.

As part of the development of the procurement strategy for the delivery of this project, YHN is undertaking a Market Engagement exercise, in the form of a Supplier Engagement Event, aimed at assisting YHN to better understand the current Supplier marketplace. This will ultimately lead to a decision on the procurement of an efficient, flexible and fit-for-purpose solution for now and, taking YHN into the next few years.

**Background:**

YHN has under-gone a period of transformation and it has been recognised that a Case Management system to record advice and support delivered to customers, is required.

By implementing an easy-to-use Case Management system, we want front-line teams to be able to see, at a glance, the cases that they are working on; any outstanding actions to complete and, quantifiable outcomes for the organisation and customers. The system should also allow Managers to track work-load and, monitor individuals and teams against targets to effectively performance manage and identify improvements.

**Current Position:**

Currently we have a number of systems in place to manage case-loads, capture advice and support delivered, and report on overall performance of teams. This includes the use of cumbersome spreadsheets, existing Housing Management systems and, our shared secure drives. A Case Management system will minimise time-consuming administrative tasks and free up capacity within teams to focus on providing front-line support to our Customers.

With this in mind, YHN would like to invite companies to showcase their software to Your Homes Newcastle before we make a decision upon whether to start the full procurement process, to understand changes in technology and in the market.

**Supplier Engagement Event:**

YHN propose to hold up to two (2) Supplier Engagement Events on **15/08/2019 and 16/08/2019,** for suitably experienced and capable Organisations. These will be in the form of individual 60-minute (1 hour) appointments and, will start at **9:00am**. The last appointment available will be at **16:00pm**. The times for each appointment will be confirmed prior to the event.

The address for the event is:

Your Homes Newcastle

YHN House

Benton Park Road

Newcastle upon Tyne

Tyne and Wear

NE7 7LX

Attendance and registration to attend this Supplier Engagement Event should be made by e-mail no later than 12:00pm noon on, **Friday 19th July 2019.** All requests should be forwarded to **David Bell, YHN Procurement Officer** at the following e-mail address [**david.w.bell@yhn.org.uk**](mailto:david.w.bell@yhn.org.uk)All appointments will be confirmed by e-mail no later than **Friday 26th July 2019**.

Please note that appointment spaces are limited and, if necessary, will be allocated on a ‘first come, first served’ basis and restricted to a maximum of three (3) attendees per Organisation.

**Format of the Supplier Event**:

* Formal introductions
* We will discuss our current systems and what they provide
* We will discuss our future requirements and what we hope to obtain from any future procurement
* Supplier background and experience details, followed by a brief, 30-minute or so, demonstration of their software and what it can do

**Desired Outcomes**:

* Information on market offerings to address the requirement outlined above
* An understanding of current market best practice
* What the software package can provide, in summary
* Freeing up our officers’ time, enabling them to concentrate on providing front-line support to our Customers.
* Targeted workload for specific Customer groups.
* Contacting our Customers / Tenants quicker.
* Implementing innovative solutions.
* Possible implementation period after any future procurement opportunity and Contract award

**Additional Information:**

This notice relates to an early engagement process only. It is NOT part, nor does it constitute the commencement, of a procurement process. The event is NOT a selection exercise and, WILL NOT form any part of a selection process that may apply to any future potential procurement opportunity. This process is intended to act only as an awareness and information-gathering exercise, in order to help YHN with its future commissioning intentions. Any subsequent procurement will be advertised separately via the Contracts Finder website (<https://www.contractsfinder.service.gov.uk/Search> ) and, all tender documents will only be available through the NEPO Pro-Contract procurement web-portal (<https://procontract.due-north.com/SupplierPreLoginHome/> ). All organisations wanting to participate will need to respond to the future procurement opportunity advertised, as and when published. We would recommend that interested Suppliers register with both of these websites in the meantime.

Suppliers are asked to note that information provided by YHN during the Supplier Engagement Event, including names of attendees, will be shared with third parties (including those Suppliers who did not attend), to ensure a transparent, level playing field in any subsequent, advertised procurement opportunity. Suppliers are asked to consider any implications that this may have on commercial confidentiality before registering to attend.

Thank you.