

**REQUEST FOR INFORMATION**

**For a**

**Statutory Environmental Management Software solution**

**For Herefordshire Council**

Issue Date: 10/04/19

Closing Date and Time: 22/05/19 12 Noon

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# Cover Letter

Hoople Ltd

Plough Lane

Hereford

HR4 0LE

Dear Provider,

**RE: Request for Information for an Environmental Management Software solution**

Herefordshire Council is currently reviewing the provision of the statutory environmental management software solution and have engaged Hoople Ltd, a company owned by Herefordshire Council, to support with this activity.

Hoople Ltd is issuing this Request for Information for the purpose of establishing whether there are any organisations that are interested in providing a statutory environmental management software solution based on the requirements set out below.

Information provided will assist the council in finalising the requirements of the solution and approach to the market.

You are invited to submit a response to this RFI. We look forward to your response by the closing date and time provided on the cover page of our RFI documentation.

Yours sincerely

Duncan Trumper

Contract Manager

# PART 1 – BACKGROUND

## Overview

Herefordshire Council is located in the West Midlands. It is a unitary authority that undertakes the following key Statutory Environmental management areas;

* Planning Services – This includes Forward Planning and Development Control departments who strategically plan future needs and constantly review existing progress though monitoring activities the planning application process. Permission for Planning applications are determined in accordance with the Local Development Plan and National Planning Policy Framework. Primary Development Management activities include pre-application advice, planning applications, S106 planning obligations, advertisement control, works to protected buildings and protected trees, monitoring compliance. Planning Enforcement team investigates development without permission, unauthorised work to trees & buildings and non-compliance with permission and consents take necessary appropriate enforcement action.
* Conservation Services – This includes Archaeological Sites and Monuments, Historic Buildings and Conservation areas. The service exists to assess, investigate, document, conserve and promote the archaeology and historic landscape of the county and cathedral city. The team provides advice and support in the conservation, care and management of sites and monuments in the rural landscape. This covers a wide range of activities including: The provision of advice to agri-environmental schemes (Environmental Stewardship). New tree planting and felling operations. Monument management. Proposals outside the planning process. The historic environment input to farm environment plans. Help in preparing monument management plans.
* Landscapes – this includes Trees and Hedgerow management. There are about 500 Tree Preservation Orders (TPOs) in Herefordshire, covering approximately 743,000 individual trees. The orders cover individual trees, groups of trees, areas of trees and woodlands. Trees covered by a TPO, require planning permission prior to work commencing. The 1990 Town and Country Planning Act places a duty on local planning authorities to make TPOs to preserve trees or woodlands in their area. New orders are regularly made to protect trees and use a standard tree evaluation system to assess them. Herefordshire’s TPOs are under continual review in order to ensure they are accurate, relevant and defensible.
* Building Control – Primary focus on ensuring that all building work carried out within the authority complies with The Building Regulations 2010, safely and cost effectively. Main provider of building control support in Herefordshire dealing with the construction of new buildings, change of use, alteration or conversion of existing buildings. Ensure buildings are designed and constructed to ensure the health, safety and welfare of people in and around buildings.  Determining applications, after consultation with the fire authority where appropriate, within statutory time limits and inspecting the building work on site. Impose conditions to preserve public safety and amenity in respect of demolition works and provide a response to reports of alleged dangerous structures or buildings, acting to remove immediate danger where required.
* Trading Standards –The primary focus is to protect consumers and support legitimate business. Has a statutory obligation to enforce fair trading, combat illegal trading, monitor product safety, address under-age sales, and verify weights and measures (metrology). Carry out inspections of premises on a routine basis, in accordance with an annual programme of inspections. This includes Feed Hygiene and Feed Standards, Food Standards, Petroleum and Explosives Licensing and National Trading Standards. Maintains a Home Authority relationship to local businesses to help them comply with legislation by providing advice, guidance and information. Investigate complaints, undertake inspections and test and sample products and services. Involved in many aspects of partnership working with other enforcement agencies and local authority services.
* Environmental Health – **Commercial-** The primary focus is carrying out inspections of food businesses and investigating accidents, dangerous occurrences, infectious disease and outbreak control. Officers carry out inspections, in accordance with statutory national codes of practice and publish annual service plans. Registration of Food Business, Cooling Towers and maintaining register of Food Hygiene Rating Scores for Food Hygiene Inspections and issue of Sports Ground Safety Certificates. **Pollution-** The primary focus is on responding to complaints about nuisances including noise. Environmental monitoring of contaminated land, closed landfill sites, air quality and water quality including 3000 private water supplies. Comments are made on the environmental impacts of planning applications. Control of industrial pollution and Public Health Funerals. **Housing-** Primary focus on ensuring private rented accommodation meets basic standards using the Housing Health and Safety Rating System (HHSRS) as set out by the Housing Act 2004. Duty to investigate complaints and enforce against illegal evictions. Mandatory licensing of Housing in Multiple Occupation (HMOs) in accordance with The Licensing of Houses in Multiple Occupation (Prescribed Description) (England) Order 2018, the Licensing of Houses in Multiple Occupation (Mandatory Conditions of Licences) (England) Regulations 2018. Activities include planned inspection programs, landlord and tenant advice. Range of enforcement actions including such as serving legal notices, charging a penalty fine, banning orders and prosecution.
* Private Sector Housing – There are 3 main areas of work. Statutory adaptions to properties funded by Disabled Facilities Grants (DFGs), minor works using other funding streams and minor works paid for by the client. There must be the facility to cost jobs for all types of work and to record payments made by clients and to contractors. Details of the client need to be recorded, including means testing for DFGs to determine eligibility for a grant. There should also be the facility to record inspections of properties carried out by surveyors before and after work is carried out.
* Licensing – The primary focus is dealing with administering licences. Alcohol, regulated entertainment and late night refreshment (Licensing Act 2003). Animal welfare, i.e. boarding and breeding establishments, pet shops and riding stables. Gambling Act 2005: betting shops, bingo, lotteries, family and adult entertainment centres, gaming machines etc. Ancillary licences, i.e., street collections, street trading, scrap metal, game dealers, skin piercing, tattooists, ear piercing, acupuncture, massage, mobile home sites, scrap metal, motor salvage and occasional race tracks. All hackney carriage, private hire vehicles, drivers and operators are licensed by the Council to ensure consistency and the safety & comfort of passengers.
* Waste Management – Herefordshire Council and Worcestershire County Council waste treatment, recycling and disposal services are managed by Mercia Waste Management (Mercia). The contract includes the provision, management and operation of various facilities including household waste centres, landfill sites, material recycling facilities and transfer stations. In additional to domestic waste and recycling collection services, there numerous services and special collections provided in Herefordshire: clinical waste rounds, bulky items, assisted collections, trade waste and recycling rounds and parish freighter service.
* Animal Health and Welfare – Primary focus around farm livestock, animal welfare and bio-security. The service carries out inspections of livestock markets, farms and slaughterhouses to encourage good practice and compliance with the law. Licensing the movement of animals in cases of outbreak and diseases. Contingency planning for major notifiable disease outbreaks, e.g. rabies, foot and mouth. Response to complaints regarding animal welfare, animal disease and carcasses.
* Community Protection Team – Primary focus is to tackle antisocial behaviour and environmental crime. The Clean Neighbourhoods and Environment Act 2005 enable the team to issue Fixed Penalty Notices to tackle a range of relevant offences. These include, unlawful waste disposal, littering and fly tipping cases, abandoned vehicles, nuisance parking, graffiti and fly posting, failure to produce waste carrier registration documents and noise. A number of Public Space Protection Orders (PSPO’s) are have been implemented in Herefordshire under The Anti-social Behaviour Crime and Policing Act 2014. The orders regulate dog control and alcohol consumption in public spaces. The team also run a dog warden service to regulate registration of stray dogs and enforcement of dog bye-laws and regulations. Regulations include dogs must wear an identity tag, in many areas it is an offence not to clean up dog mess and in some areas bye-laws state dogs are banned or must be kept on a lead. If necessary the team also detain stray dogs in the event of complaint.
* Pest Control- Herefordshire Council Pest Control team provides a range of Pest Control Treatments for Domestic Premises, Commercial Premises and a Contract Service. Whilst making a modes charge for pest control the Local Authority is able to offer the residents of Herefordshire a good quality competitively priced service.
* Gypsy and Travellers Service- Primary focus is to manage the 6 Local Authority owned traveller sites consisting of a total of 53 pitches, which including rent collection and site maintenance. Service also investigate and take necessary enforcement to deal with unauthorised encampments as required.
* Protection of Children – A unique team which is now part of the wider Environmental Health and Trading Standards service in Herefordshire. The primary focus of the team is the licensing of children in employment and the enforcement of unauthorised school absences.
* Strategic Housing – The primary regulatory activity undertaken by the team is regarding empty Properties Management. Advice and information is offered to owners of empty properties. In extreme cases where properties are left unoccupied for a prolonged time and in a poor state of repair, and where owners are unwilling to deal with them, enforcement action can be taken. Such actions can consist of unsightly properties (Section 215 of the Town & Country Planning Act 1990), unsecure properties (section 29 of the Local Government (Miscellaneous Provisions) Act 1982), empty dwelling management order (EDMO), enforced sale The Law and Property Act 1925 or compulsory purchase order (Section 17 of the Housing Act 1985).

## The Requirement

Herefordshire Council requires a capability to undertake the management of the above statutory service areas. This would be through the use of single solution or a number of solutions integrated providing a single solution however the cost would determine approach.

Ideally Herefordshire Council would like to have a solution in place by April 2021 when the current solution contract expires. The new contract will be for 7 years (5+1+1) and has an annual budget of approx. 50-60k to include annual licensing, support and maintenance. Software Purchase, Initial implementation/configuration training costs, hardware and data migration should be estimated as part of this exercise and the rationale clearly articulated.

The software required must have the following key capabilities/functions:

1. It must integrate with the corporate GIS solution from Pitney Bowes (cost for doing so needs to be part of the submission).
2. It must integrate with the corporate Wisdom EDRMS solution from Daisy (cost for doing so needs to be part of the submission).
3. It must be able to integrate with the existing scanning solution from Kofax (cost for doing so needs to be part of the submission)
4. It must be able to function on any device and offer a rich mobile in the field capability and user experience.
5. The successful solution will need to provide full capabilities in managing the requirement of the following service areas; Planning Services, Conservation Services, Landscape Services, Building Control, Trading Standards, Environmental Health, Private Sector Housing, Licensing, Waste Management, Animal Health and Welfare, Community Protection, Pest Control, Gypsy and Travellers Service, Protection of Children and Strategic Housing. This has been introduced in 1.1 above and should be easy to provide for from experienced Vendors.
6. The solution should enable access for 120 concurrent users.
7. It must integrate with UK Planning Portal (Planning and Building Control), Citizens Advice Consumer Service (Trading Standards), DEFRA Animal Health and Welfare Maintenance and Enforcement System (AMES) (Animal Health), FSA Food Hygiene Ratings (Environmental Health), Land Charges export to Northgate (formerly Searchnet).
8. It must generate the following statutory returns, DWI Private Water Supplies, Planning Inspectorate PS1/2, CIEH Noise Return, FSA LAEMS Return, FSA Animal Feed Return, Weights and Measures, Air Quality (Taxis and Private Hire Vehicles Database) Regulations 2019, export of Food Hygiene Rating Scores data to FSA, National Anti-Fraud Initiative (NFI) and HMRC returns as required.
9. Must integrate with corporate website solution/CRM Jadu to ensure all licence applications and service requests are passed to the back office so as to avoid double inputting between systems.
10. Must integrate with Local Authority gazetteer for addressing.
11. Must integrate with SQL Services Reporting Services (SSRS)??
12. Must provide a development and test environment (cost for doing so needs to be part of the submission)
13. Must integrate with corporate applications, Microsoft Office, IE 11, Windows 10 etc…
14. Must allow review dates to be set on records and allow batch deletion of records in line with corporate retention polices.
15. Must comply with requirements of General Data Protection Regulations 2018.

# PART 2 – INSTRUCTIONS

This Part sets out instructions regarding submission of responses to this RFI.

## RFI key dates

The following key dates apply to this RFI:

|  |  |
| --- | --- |
| **RFI Issue Date** | 10/04/19 |
| **RFI Closing Date and Time** | 22/05/19 12 Noon |

## Contact Information

The following individuals are the nominated contacts for this RFI.

|  |  |
| --- | --- |
| **Name** | Duncan Trumper & Tracey Yarnold |
| **Contact address** | via the messaging tab on Supplying the South West Portal  |

## Queries and questions during the RFI period

Providers are to direct any queries and questions regarding the RFI content or process to the nominated contacts. All questions should be submitted in writing to the nominated email address. Please note:

* Herefordshire Council may choose to convey responses to submitted questions and queries to all organisations so that each is equally informed. Responses to questions will not identify the originator of the question.
* If an organisation wishes to ask a question or seek clarification without the question and answer being published in this way, then you must notify us and provide justification for withholding the question and any response. If we do not consider that there is sufficient justification for withholding the question and the corresponding response, the organisation will be invited to decide whether:
	+ the question/clarification and the response should in fact be published; or
	+ It wishes to withdraw the question/clarification.

## Organisations to inform themselves

The organisation has taken all reasonable care to ensure that the RFI is accurate; however Herefordshire Council gives no representation or warranty as to the accuracy or sufficiency of the contained information.

# PART 3 – INFORMATION TO BE PROVIDED

This Part details all the information Organisations are required to provide to Herefordshire Council. The following minimum information is to be provided.

## Software Requirements

1. Can you please confirm whether your organisation can provide the software requirements as specified above (section 1)?

If yes, please describe the software solution that you can provide and how this will meet the requirements from a – o above?

1. Please provide detail of the licencing models offered?

## Statutory software product and implementation costs

1. Please confirm whether you are able to provide a software solution that has an annual charge within the budget specified in Part 1 (£50-60k pa) Yes/No?
2. Please provide a cost breakdown of your implementation costs to include the following:
	1. Software product purchase cost?
	2. Annual software product Licensing cost?
	3. Your estimated implementation cost? (please provide in list form for each of the integrations mentioned above)
		* System configuration cost?
		* Data migrations cost?
	4. User training cost?
	5. System administrator training costs (3 delegates)?
3. Please detail your approach to transitioning services from an existing provider (Civica APP) and please provide indicative timescales and costs?

## Timescales

1. Could you confirm how long a full solution would take to implement? Can you confirm that you are able to deliver this software so that it is fully functional and live by April 2021?
2. We would like to understand how much time it would take you to do a full tender response (this is indicative and for us to consider when stating timescales)?

## Other

1. Please provide details of any current UK public sector frameworks through which the software can be purchased?
2. Ideally we are looking for a full solution (to accommodate all the parts of 1.1 above) to be deployed for April 2021. Would your solution be 100% complete by this date without requiring additional developments?
3. If your solution was not able to accommodate all of the parts to 1.1 by April 2021 could you provide detail on the modules outstanding and expected completion and availability date?

Many thanks in advance for your time and interest.