

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/002101-2023>

Contract

## **Community Safety Case Management System**

Torbay Council

F03: Contract award notice

Notice identifier: 2023/S 000-002101

Procurement identifier (OCID): ocds-h6vhtk-0367df

Published 24 January 2023, 9:55am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Torbay Council

Town Hall, Castle Circus

Torquay

TQ1 3DR

#### **Contact**

Mrs Clare Farquhar

#### **Email**

[clare.farquhar@torbay.gov.uk](mailto:clare.farquhar@torbay.gov.uk)

#### **Telephone**

+44 1803208514

**Country**

United Kingdom

**Region code**

UKK42 - Torbay

**Internet address(es)**

Main address

<http://www.torbay.gov.uk/>

Buyer's address

<http://www.torbay.gov.uk/>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

Public order and safety

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Community Safety Case Management System

Reference number

DN632670

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Torbay Council is seeking a single Supplier who can provide the following facilities for Community Safety Services with their proposed solution:

- a) A back-office case management system;
- b) A customer web portal; and
- c) An agile solution.

Throughout this procurement, Community Safety Services refers to and includes Licensing, Food Safety, Health and Safety, Housing Standards and Environmental Health, and ASB & Vulnerability.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKK42 - Torbay

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

Torbay Council is seeking a single Supplier who can provide the following facilities for Community Safety Services with their proposed solution:

- a) A back-office case management system;
- b) A customer web portal; and
- c) An agile solution.

Throughout this procurement, Community Safety Services refers to and includes Licensing, Food Safety, Health and Safety, Housing Standards and Environmental Health, and ASB & Vulnerability.

## **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 40

## **II.2.11) Information about options**

Options: No

## **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-025590](#)

---

## **Section V. Award of contract**

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

---

## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Royal Courts of Justice

7 Rolls Building, Fetter Lane

London

EC4A 1NL

Email

[tcc.issue@justice.gov.uk](mailto:tcc.issue@justice.gov.uk)

Telephone

+44 2079477156

Country

United Kingdom