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Contract

Community Safety Case Management System

Torbay Council

F03: Contract award notice

Notice identifier: 2023/S 000-002101

Procurement identifier (OCID): ocids-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

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

Telephone

+44 2079477156

Country

United Kingdom