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Planning

Regulatory Case Management and Integrated Document Management Solution

London Borough of Barnet

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-004858

Procurement identifier (OCID): ocds-h6vhtk-060a0f

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Scope

Description

The London Borough of Barnet is undertaking Pre-Market Engagement (PME) to gather insights and inform its procurement strategy for a comprehensive regulatory case management solution with integrated electronic document and records management capabilities. This solution will support multiple council services by streamlining workflows, ensuring compliance, and improving user experience.

Purpose of Engagement: Assess market capability and interest, Gather feedback on proposed service requirements, Understand innovation and best practices, Inform the final procurement approach.

Scope of Services:

Our current platform supports end-to-end case management and document handling across the following service areas:

Planning

Building Control

Gazetteer (LLPG/LSG)

Public Protection (including Community Safety, Counter Fraud, Environmental Health, Food Safety, Scientific Services, Trading Standards)

Commercial and Property Licensing

Housing Regulatory Services

The future solution should deliver:

Integrated case and document management for Regulatory Services.

Workflow automation to improve efficiency and compliance.

Robust search and retrieval capabilities, including metadata and Gazetteer integration.

Scalable architecture (cloud-native or SaaS preferred) with strong security and accessibility compliance.

Interoperability with existing council systems (GIS, CRM, finance, and reporting tools).

Online license application and payment functionality, as well as mobile inspection solutions

Ideally a full Gazetteer Management System solution including:

Full GMS solution for LLPG and LSG Type 3 LSG (including ASD)

Commitment to ensuring solution keeps pace with requirements and best practice to allow authority to deliver compliant LLPG and LSG commitments under DSA

Ability to maintain BLPU provenance polygons

Efficient workflows including batch process for updating multiple properties based on common address change scenarios

Comprehensive access to authority (and relevant database tables) data to support bespoke data extraction and reporting (expectation of select access to database tables and views, or comprehensive API)

Ability to store a limited number of local (non-DTF field) data including officer notes

If not a full GMS solution, then:

BS7666 compliant gazetteer tool for use by system modules

Automation of imports and updates, both Full and sequential Change Only Updates, in latest DTF specification

Commitment to maintain gazetteer tool in line with national best practice and specifications Solution for non-DTF data use including BLPU provenance polygons Supplier Engagement.

We want to hear from a range of suppliers, including local and national SMEs, to ensure a best-value mix and assess the benefits and dis-benefits of different delivery models. This includes:

A like-for-like replacement for our current integrated platform.

Modular or disaggregated approaches that deliver case management and document management capabilities across one, several, or all of the above service areas.

Suppliers should demonstrate:

Proven experience in delivering regulatory case management solutions for local authorities.

Integrated Electronic Document & Records Management (EDRMS) functionality.

Compliance with UK data protection, accessibility, and security standards.

Innovation in areas such as cloud deployment, AI-assisted document classification, and user experience design.

Contract Details

Estimated Total Value: Up to £266k annually

Contract Term: To be determined as part of pre-market exercise. Current contract is a 3-year term, though end solution may be multiple call-off contracts.

Engagement Process:

Supplier Engagement Event: Tuesday 3 February 2026 2pm - 4pm via Microsoft Teams.

Interested suppliers should confirm their participation in the Supplier Engagement Event

by midday Monday 2nd February to Joshua Henry Joshua.Henry@Barnet.gov.uk. Please ensure Email subject is named 'Regulatory Case Management Pre Market Engagement Event'

To view this notice, please click here:

<https://londonbarnet.delta-esourcing.com/delta/viewNotice.html?noticeId=1006800540>

Total value (estimated)

- £2,133,333 excluding VAT
- £2,559,999 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2027 to 31 March 2031
- Possible extension to 31 March 2035
- 8 years

Main procurement category

Services

CPV classifications

- 30196000 - Planning systems
- 48311000 - Document management software package
- 48311100 - Document management system

- 72222200 - Information systems or technology planning services
- 72512000 - Document management services

Contract locations

- UKI71 - Barnet
-

Engagement

Engagement deadline

27 March 2026

Engagement process description

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Contracting authority

London Borough of Barnet

- Public Procurement Organisation Number: PQGD-7479-CGVN

Barnet Council, 2 Bristol Avenue, Colindale

London

NW9 4EW

United Kingdom

Contact name: Joshua Henry

Telephone: +44 2083597212

Email: Joshua.Henry@Barnet.gov.uk

Region: UKI71 - Barnet

Organisation type: Public authority - sub-central government