

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/005802-2023>

Contract

## **TC1024 Reissued Neighbourhood Services - Case Management System**

Manchester City Council

F03: Contract award notice

Notice identifier: 2023/S 000-005802

Procurement identifier (OCID): ocids-h6vhtk-0332ed

Published 28 February 2023, 11:57am

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

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

Manchester City Council

Room 407, Town Hall

Manchester

M60 2JR

#### **Contact**

Ms Maxime Woods

#### **Email**

[maxime.woods@manchester.gov.uk](mailto:maxime.woods@manchester.gov.uk)

#### **Telephone**

+44 1612345000

#### **Fax**

+44 1612740013

**Country**

United Kingdom

**Region code**

UKD3 - Greater Manchester

**Internet address(es)**

Main address

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

Buyer's address

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

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

Regional or local authority

**I.5) Main activity**

General public services

---

**Section II: Object**

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

**II.1.1) Title**

TC1024 Reissued Neighbourhood Services - Case Management System

Reference number

DN607240

**II.1.2) Main CPV code**

- 48000000 - Software package and information systems

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

Supplies

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

Manchester City Council are looking for a solution with flexible capacity; this will include but not exclusively require over 300 users to be able to use the system at any given time and include sufficient storage capacity. There must also be the ability for the solution to have flexibility for the 20% capacity growth within the pricing structure.

The following teams are in scope of this project:

- Community Safety - ASBAT
- Compliance & Enforcement, which includes:
  - o Trading Standards
  - o Environmental Protection Team
  - o Food, Health & Safety and Airport Team
  - o Licensing & Out of Hours Teams
  - o Environmental Crimes Team
  - o Neighbourhood Compliance Teams
  - o Housing Compliance Team
  - o Compliance Support Team
- Licensing – Premises, Taxi and Taxi Compliance

Manchester City Council (MCC) wish to procure a case management system to replace the current case management system. The new case management system should allow the following business capabilities:

- Case Management
- CRM and collaboration
- Document Management and Reporting

- Mobile Technology
- Resource Management
- System Integration
- Programme Management

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £752,800

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

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

NUTS codes

- UKD3 - Greater Manchester

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

Manchester City Council are looking for a solution with flexible capacity; this will include but not exclusively require over 300 users to be able to use the system at any given time and include sufficient storage capacity. There must also be the ability for the solution to have flexibility for the 20% capacity growth within the pricing structure.

The following teams are in scope of this project:

- Community Safety - ASBAT
- Compliance & Enforcement, which includes:
  - o Trading Standards
  - o Environmental Protection Team
  - o Food, Health & Safety and Airport Team
  - o Licensing & Out of Hours Teams

- o Environmental Crimes Team
- o Neighbourhood Compliance Teams
- o Housing Compliance Team
- o Compliance Support Team
- Licensing – Premises, Taxi and Taxi Compliance

Manchester City Council (MCC) wish to procure a case management system to replace the current case management system. The new case management system should allow the following business capabilities:

- Case Management
- CRM and collaboration
- Document Management and Reporting
- Mobile Technology
- Resource Management
- System Integration
- Programme Management

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

Quality criterion - Name: Quality40%/Social Value20%/Carbon Neutral and Environment10% / Weighting: 70

Price - Weighting: 30

#### **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**

Competitive procedure with negotiation

#### **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 000-011344](#)

---

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

### **Contract No**

TC1024

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

28 February 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Arcus Global Limited

Future Business Centre, Kings Hedges Rd,

Cambridge

CB4 2HY

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £752,800

---

## **Section VI. Complementary information**

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

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

Manchester City Council

Town Hall Extension

Manchester

M60 2LA

Country

United Kingdom