

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/008983-2024>

Contract

## **Technology solution to support the management of Land and Property and Public Protection Services**

London Borough of Merton

F03: Contract award notice

Notice identifier: 2024/S 000-008983

Procurement identifier (OCID): ocds-h6vhtk-03ec18

Published 20 March 2024, 11:48am

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

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

London Borough of Merton

Civic Centre, London Rd

Morden

SM4 5DX

#### **Email**

[Commercial.services@merton.gov.uk](mailto:Commercial.services@merton.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI - London

## **Internet address(es)**

Main address

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

Buyer's address

<http://www.merton.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**

Technology solution to support the management of Land and Property and Public Protection Services

Reference number

DN680750

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

- 48000000 - Software package and information systems

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

Supplies

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

The London Borough of Merton has tenders awarded to a 'technology platform to manage Land and Property services including Building Control, Development Control (Planning) and Local Land Charges. A new solution will replace the current legacy system to enhance service delivery. A cloud hosted, modern and configurable single web-based solution is required to support the management of the Council's Land and Property services including Building Control, Development Control (Planning) and Local Land Charges as well as Public Protection Services which include Regulatory Services (serving Merton, Richmond and Wandsworth Councils), Environmental Health Housing (Housing Enforcement) and Safer Merton. This system will enable the business to continue to meet its statutory duties and support day to day activities. A modernised system will improve business processes, provide mobile

working, and therefore lead to efficiencies. The system provides a fully integrated Solution that

supports channel shift, self-service and improved customer journeys. Thereby; removing the necessity for back-office staff to manually enter data, reduce failure and enquiry demand.

### **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: £1,053,750

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKI - London

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

The London Borough of Merton has tenders awarded to a 'technology platform to

manage Land and Property services including Building Control, Development Control

(Planning) and Local Land Charges. A new solution will replace the current legacy system to

enhance service delivery. A cloud hosted, modern and configurable single web-based solution is required to support the management of the Council's Land and Property services including Building Control,

Development Control (Planning) and Local Land Charges as well as Public Protection

Services which include Regulatory Services (serving Merton, Richmond and Wandsworth

Councils), Environmental Health Housing (Housing Enforcement) and Safer Merton.

This system will enable the business to continue to meet its statutory duties and support day to day activities. A modernised system will improve business processes, provide mobile working, and therefore lead to efficiencies. The system provides a fully integrated Solution that

supports channel shift, self-service and improved customer journeys. Thereby; removing the necessity for back-office staff to manually enter data, reduce failure and enquiry demand.

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

Cost criterion - Name: Price / Weighting: 50

Cost criterion - Name: Scored Technical Capability evaluations / Weighting: 37

Cost criterion - Name: Demonstration / Weighting: 13

Cost criterion - Name: Social Value / Weighting: 5

### **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**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

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

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

Notice number: [2023/S 000-022341](#)

#### **IV.2.9) Information about termination of call for competition in the form of a prior information notice**

The contracting authority will not award any further contracts based on the above prior information notice

---

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

### **Contract No**

DN680750

A contract/lot is awarded: Yes

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

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

15 March 2024

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

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

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

Idox PLC

Unit 5, 8 Forsyth Road

Woking,

Surrey

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,053,750

---

## **Section VI. Complementary information**

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

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

Royal Courts of Justice

Royal Courts of Justice Strand

London

WC2A 2LL

Country

United Kingdom