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Tender

TC1024 Reissued Neighbourhood Services - Case Management System

Manchester City Council

F02: Contract notice

Notice identifier: 2022/S 000-011344

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

Published 3 May 2022, 1:49pm

Section I: Contracting authority

I.1) Name and addresses

Manchester City Council

Level 5, Town Hall Extention

Manchester

M60 2LA

Contact

Ms Max Woods

Email

maxime.woods@manchester.gov.uk

Telephone

+44 1612347878

Country

United Kingdom

NUTS code

UKD3 - Greater Manchester

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

www.the-chest.org.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.the-chest.org.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

TC1024 Reissued Neighbourhood Services - Case Management System

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.1.5) Estimated total value

Value excluding VAT: £1,741,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

II.2.4) Description of the procurement

TC1024 Reissued Neighbourhood Services - Case Management System

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

- Programme Management

The term of the Contract will be for an initial 5 years post implementation, with the option to extend for up to 4 years in total. Extension up to 2 years + up to 2 Years. Should a full 2 years not be taken on either of the extensions the option to extend further up to the full 4 years may be taken.

II.2.5) Award criteria

Quality criterion - Name: Price is not the only award criterion and all criteria are stated only in the procurement documents / Weighting: 30%

Quality criterion - Name: Price / Weighting: 40%

Quality criterion - Name: Quality / Weighting: 20%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The term of the Contract will be for an initial 5 years post implementation, with the option to extend for up to 4 years in total as stated below:

Extension up to 2 years + up to 2 Years. Should a full 2 years not be taken on either of the extensions the option to extend further up to the full 4 years may be taken.

II.2.10) Information about variants

Variants will be accepted: No

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

II.2.14) Additional information

The Council is using the e-business portal known as the Chest. Applicants should register their details at the following link www.the-chest.org.uk. Applicants will need to electronically submit their completed tender documents, including online questionnaire, via the on-line portal by 11am 6th June 2022 as referred to in IV.2.2. Any clarification queries must also be submitted via the Chest website by the date referred to in the tender documentation. The contract will be for 5 year(s), expected to commence November 2023 with an option to extend for 2 years + up to 2 Years. The selection and award criteria, specification requirements and contract performance conditions may relate in particular to social and environmental considerations as relevant to the subject matter of this project. The Council reserves the right not to award the contract/framework, as a result of this Contract Notice. The Council shall not be liable for any costs or expenses incurred by any organisation in responding to this notice or in tendering for the proposed contract/framework. All submissions must be in English. Tenders and supporting documents must be priced in pounds sterling. As per Regulation 26(4).

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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.2.2) Time limit for receipt of tenders or requests to participate

Date

6 June 2022

Local time

11:00am

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Manchester City Council

Town Hall Extension

Manchester

M60 2LA

Country

United Kingdom