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Contract

Annual Support Service for the Complaints Case Management System

Surrey County Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-012103

Procurement identifier (OCID): ocds-h6vhtk-04fae8

Published 31 March 2025, 5:52pm

Scope

Description

The council wants to subscribe one year of support service with an option to extend for another year for CaseTracker.

Contract 1

Supplier

- [ROL Solutions Ltd](#)

Contract value

- £92,750 excluding VAT
- £111,300 including VAT

Below the relevant threshold

Date signed

31 March 2025

Contract dates

- 1 April 2025 to 31 March 2026
- Possible extension to 31 March 2027
- 2 years

Description of possible extension:

An option to extend for one year

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKJ - South East (England)

Procedure

Procedure type

Below threshold - without competition

Supplier

ROL Solutions Ltd

- Companies House: 03731519

The King Centre Main Street, Barleythorpe

Oakham, Rutland

LE15 7WD

United Kingdom

Email: customeroperations@govmetric.com

Region: UKF22 - Leicestershire CC and Rutland

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Surrey County Council

- Public Procurement Organisation Number: PWRH-8974-TNBV

Woodhatch Place, 11 Cockshot Hill

Reigate

RH2 8EF

United Kingdom

Email: ProcurementPMO@eastsussex.gov.uk

Region: UKJ26 - East Surrey

Organisation type: Public authority - sub-central government