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Tender

Contract for an Integrated Land and Property-Based IT Case Management Solution

London Borough of Hammersmith & Fulham

F02: Contract notice

Notice identifier: 2021/S 000-016271

Procurement identifier (OCID): ocds-h6vhtk-02c701

Published 12 July 2021, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Hammersmith & Fulham

Hammersmith Town Hall, King Street

London

W6 9JU

Email

procurement@lbhf.gov.uk

Country

United Kingdom

NUTS code

UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Internet address(es)

Main address

www.lbhf.gov.uk

I.3) Communication

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

www.capitalEsourcing.com

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.capitalEsourcing.com

Tenders or requests to participate must be submitted to the above-mentioned address

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

Contract for an Integrated Land and Property-Based IT Case Management Solution

II.1.2) Main CPV code

- 72268000 - Software supply services

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority requires an integrated land and property-based IT case management solution for multiple regulatory services across the authority.

The solution will be highly embedded within the organisation and underpin many business processes and cases. It is an essential element in determining many regulatory and compliance functions and is business critical for the following services:

- Planning (applications, appeals, enforcement, listed buildings, tree preservation orders, development condition monitoring)
- Building Control (including contraventions and dangerous structures)
- Environmental Health (accident reports, commercial premises, service requests, infectious diseases, pest control, pollution prevention and control, private water supplies)
- Law Enforcement Team (environmental enforcement, tackling anti-social behaviour, issuing enforcement notices and fixed penalty notices)
- Land Charges
- Private Sector Housing (residential premises, housing assistance grants, service requests, licensing houses in multiple occupation (HMO's))
- Trading Standards (business register, service requests, risk analysis, Consumer Direct interface)
- Contaminated Land (register of land which has hosted uses that may lead to contamination)
- Licensing (licensed premises and individuals covering alcohol, gambling, and all other licensable activities)
- Local Land and Property Gazetteer (LLPG) (street naming and numbering).

The solution must also incorporate broad, overarching functionality such as an electronic document management system (EDMS) which will hold all records for the relevant cases and will enable fast, reliable access to all documents for all users and mobile working capability.

The new solution must support the over-arching ambition of H&F to deliver an improved, more joined up customer experience for residents by improving and broadening channels through which the customer can access services.

The aim is for the new solution to be Live by 20 March 2023.

II.1.5) Estimated total value

Value excluding VAT: £1,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 70332100 - Land management services

II.2.3) Place of performance

NUTS codes

- UKI33 - Kensington & Chelsea and Hammersmith & Fulham

II.2.4) Description of the procurement

The land and property-based IT case management solution must support the delivery of the following key business objectives:

- Improve customer interface and experience utilising a suitable, secure platform, that helps with maintaining good information management.
- Enables the Council's staff to deliver land and property services efficiently and effectively.
- Ensure a fully compliant and usable case management system capable of meeting the current needs of the range of critical services and their statutory obligations as well as flexibility to evolve over time to meet new regulatory frameworks.
- Ensure value for money and help to deliver efficiencies through automation and integration with other systems.
- Improve arrangements for system support and flexibility to streamline future changes and reduce the cost of change.
- Ensure alignment with other corporate programmes including Residents Experience and Access Programme, and interoperability with other corporate systems like Granicus/Firmstep, Environmental Health, the corporate payment engine, Power BI, and

any corporate CRM system, to support all aspects of improving our customer experience.

- Delivers an enhanced user (officer) experience, with intuitive navigation, data accessibility and collaborative working tools
- Enables demand management through effective workflow and / or self-service functionality
- Has the ability join up disparate but related items of data to give a '360-degree view' of the case, customer, and property to create overarching joined-up views which are accessible from all parts of the system.

In addition, the Authority is seeking a solution that enables:

Agile working

- Mobile and/or Web-based – ability for database information to be accessible from any device at any time, e.g. food safety inspections for Environmental Health Officers.
- Ability to email documentation on the spot, to reduce administrative tasks and printing costs.

Improved Integration

- Ability to integrate easily with Office 365 products and other back office systems like Granicus/Firmstep for My Account 'Report It' forms, email alerts, payments, consultations, and reporting.
- Ability to integrate with the Council's Power BI platform enabling better management information and support predictive modelling

Easy reporting system

- integrated easy to run performance management reports; and
- the ability to integrate with Power BI to easily extract information. This latter function would require training for all service areas.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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 Contract Period will be 5 years commencing on 20 March 2023. The Council will be entitled at its absolute discretion to extend the Contract Period on the same terms for a further period or periods of up to 2 years making a total possible Contract Period of 7 years.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 3

Objective criteria for choosing the limited number of candidates:

The Selection Methodology will be applied by the Authority to assess SQ Responses and select those Applicants suitable to be invited to tender. Subject to there being a sufficient number of Applicants expressing interest and passing the Minimum Standards, the Authority's intention is to invite a minimum of 3 Applicants to submit Tenders. The Authority reserves the right to invite an additional Applicant should the results be close (less than 1% difference in the scores between the bottom two placed Applicants).

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

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

Date

16 August 2021

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

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

Royal Courts of Justice

Strand, Holborn

London

Country

United Kingdom