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Tender

## Case Management Solution

The Royal Borough of Windsor and Maidenhead Council

F02: Contract notice

Notice identifier: 2022/S 000-018444

Procurement identifier (OCID): ocids-h6vhtk-034eb4

Published 6 July 2022, 10:26am

The closing date and time has been changed to:

**26 August 2022, 1:00pm**

See the [change notice](#).

## Section I: Contracting authority

### I.1) Name and addresses

The Royal Borough of Windsor and Maidenhead Council

Town Hall, St Ives Road

MAIDENHEAD

SL61RF

### Contact

RBWM Procurement

### Email

[procurement@rbwm.gov.uk](mailto:procurement@rbwm.gov.uk)

**Telephone**

+44 1628796074

**Country**

United Kingdom

**NUTS code**

UKJ11 - Berkshire

**Internet address(es)**

Main address

<https://www.rbwm.gov.uk/>

**I.3) Communication**

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

<https://public.bravosolution.co.uk/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://public.bravosolution.co.uk/web/login.html>

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

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## **Section II: Object**

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

#### **II.1.1) Title**

Case Management Solution

Reference number

Project 800 \_ITT 1706

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

- 48000000 - Software package and information systems

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

Supplies

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

RBWM requires a functionality rich and reliable SaaS Case Management software solution which will support the work of a range of inter-related and stand-alone services which are provided by the various departments from within Royal Borough of Windsor and Maidenhead (RBWM) Council. The software will be used throughout Planning (including Trees, Conservation, Planning Appeals, Enforcement and Building Control); Environmental Health (including Housing (Residential Premises; Housing Surveys; Housing Assistance and HMO Licensing) Commercial Premises and Public Protection); Trading Standards; Licensing; Highways and by the Local Land & Property Gazetteer Custodian (Address Management) as well as Local Land Charges. The required functionalities are listed in the Specification.

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

This contract is divided into lots: No

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

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

NUTS codes

- UKJ - South East (England)

## II.2.4) Description of the procurement

RBWM requires a functionality rich and reliable SaaS software solution which will support the work of a range of inter-related and stand-alone services which are provided by the various departments from within Royal Borough of Windsor and Maidenhead (RBWM) Council. The software will be used throughout Planning (including Trees, Conservation, Planning Appeals, Enforcement and Building Control); Environmental Health (including Housing (Residential Premises; Housing Surveys; Housing Assistance and HMO Licensing) Commercial Premises and Public Protection); Trading Standards; Licensing; Highways and by the Local Land & Property Gazetteer Custodian (Address Management) as well as the Local Land Charges .

The detailed scope and the range of functionalities required are included in the Specification which is part of the ITT documents.

The initial duration of the contract in the scope of this procurement is 4 years with the provisions for further extensions to cover further 4 years (4+4).

All ITT documents are available on the portal Bravo solution.

How to Express an Interest in This Tender

Project Ref\_ 800 (Case Management Solution) (ITT ref 1706)

Register your company on the eSourcing portal (this is only required once) - Browse to the eSourcing Portal <https://public.bravosolution.co.uk/web/login.html> and click the link to register - Accept the terms and conditions and click 'continue' - Enter your correct business and user details - Note the username you chose and click 'Save' when complete - You will shortly receive an email with your unique password (please keep this secure).

For further guidance on how to register on The Public Sector Procurement Portal hosted by Bravo Solution you can watch the video available via the following link - [http://www.screencast.com/t/o6NHqMNjnf?\\_ncp=1502113290076.897-1](http://www.screencast.com/t/o6NHqMNjnf?_ncp=1502113290076.897-1) Please note that despite the Bravo Advantage 16 branding the instructions and guidance in the video are correct and apply to the Public Sector Procurement Portal.

Express an Interest in the tender - Login to the portal with the username/password - Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier) - Click on the relevant PQQ/ ITT to access the content. - Click the 'Express Interest' button at the top of the page. - This will move the PQQ /ITT into your 'My PQQs/ My ITTs' page. (This is a secure area reserved for your projects only) -You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box.

Responding to the tender - Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) - You can now use the 'Messages' function to communicate with the buyer and seek any clarification - Note the deadline for completion, then follow the onscreen instructions to complete the PQQ/ ITT - There may be a mixture of online & offline actions for you to perform (there is detailed online help available) You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance please consult the online help, or contact the eTendering help desk on 0800 069 8630 or email [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk)

### **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

48

This contract is subject to renewal

Yes

Description of renewals

The initial contract duration is 4 years but the potential whole duration is 8 years as there are contractual provisions to extend for further 4 years (as per the T&Cs included in the ITT)

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.14) Additional information**

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

As per the information in the ITT

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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

Originally published as:

Date

17 August 2022

Local time

1:00pm

Changed to:

Date

26 August 2022

Local time

1:00pm

See the [change notice](#).

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

17 August 2022

Local time

2:00pm



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## **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**

RBWM

Maidenhead

Country

United Kingdom