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Tender

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

London Borough of Merton

F02: Contract notice

Notice identifier: 2023/S 000-022341

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

Published 1 August 2023, 2:44pm

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

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.3) Communication

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

<https://procontract.due-north.com/Advert/Index?advertId=26f49184-0b2a-ee11-8123-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=26f49184-0b2a-ee11-8123-005056b64545>

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

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

II.1.3) Type of contract

Services

II.1.4) Short description

The London Borough of Merton is inviting tenders to provide 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.

It is the Council's preference that the Contractor 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.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 is inviting tenders to provide 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.

It is the Council's preference that the Contractor 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.

The proposed contract will be for a period of 10 years with a no-fault break clause from year 5 onwards.

II.2.5) Award criteria

Quality criterion - Name: Technical Capability Evaluations / Weighting: 37

Quality criterion - Name: Demonstration / Weighting: 13

Quality criterion - Name: Social Value Charter / Weighting: 5

Price - Weighting: 50

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

Duration in months

120

This contract is subject to renewal

No

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

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

Date

19 September 2023

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

19 September 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand

London

WC2A 2LL

Email

RCJ.DCO@justice.gov.uk

Telephone

+44 2079476000

Country

United Kingdom