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Tender

## **LBWF Neighbourhood & Environment IT System Replacement (CCS RM6259)**

London Borough of Waltham Forest

F02: Contract notice

Notice identifier: 2023/S 000-025227

Procurement identifier (OCID): ocds-h6vhtk-03f75e

Published 29 August 2023, 7:42am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

London Borough of Waltham Forest

Waltham Forest Town Hall, Forest Road

Walthamstow

E17 4JF

#### **Contact**

Mrs Greer Ndefo

#### **Email**

[greer.ndefo@walthamforest.gov.uk](mailto:greer.ndefo@walthamforest.gov.uk)

#### **Telephone**

+44 2084964607

## **Country**

United Kingdom

## **Region code**

UKI53 - Redbridge and Waltham Forest

## **Internet address(es)**

Main address

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

Buyer's address

<http://www.walthamforest.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/>

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/>

## **I.4) Type of the contracting authority**

Regional or local authority

## **I.5) Main activity**

Environment

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## **Section II: Object**

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

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

LBWF Neighbourhood & Environment IT System Replacement (CCS RM6259)

Reference number

DN687080

#### **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**

This procurement is seeking to replace the existing 'Community Protection & Regulatory Service Software'. This software is currently utilised by the Neighbourhoods and Regulatory Services departments within the Neighbourhoods and Environment directorate. The purpose of the transformation is to procure a modern user-friendly and intuitive solution that will enhance user experience for clients, residents, and staff by providing real-time case and request status updates, efficient management through workflows and automation where possible, and improved integration with other systems. The programme will also involve launching a customer self-service portal. We have taken a user-centric approach and have worked closely with colleagues across the council to ensure the new solution meets the user needs and will be fit for purpose.

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

This contract is divided into lots: No

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

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

NUTS codes

- UKI53 - Redbridge and Waltham Forest

## **II.2.4) Description of the procurement**

The Procurement is being run under the further competition procedure of the Framework Agreement for CCS RM6259 Vertical Application Solutions, which is a formal bidding procedure, under which the contract is advertised, and all eligible organisations/consortium can bid. The ITT provides further details of the proposal and process for submitting Bids.

## **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

Initial contract period: 5 years

Optional Extension period: 2 + 2 years

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

Variants will be accepted: No

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

Options: Yes

Description of options

Initial contract period: 5 years

Optional Extension period: 2 + 2 years

## **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

#### **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

12 October 2023

Local time

12:00pm

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

English

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## **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**

London Borough of Waltham Forest

London

Country

United Kingdom