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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

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

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

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

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