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Tender

## **Community Safety Case Management System**

Torbay Council

F02: Contract notice

Notice identifier: 2022/S 000-025590

Procurement identifier (OCID): ocds-h6vhtk-0367df

Published 13 September 2022, 9:41am

The closing date and time has been changed to:

**14 October 2022, 12:00pm**

See the [change notice](#).

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

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

Torbay Council

Town Hall, Castle Circus

Torquay

TQ1 3DR

#### **Contact**

Mrs Clare Farquhar

#### **Email**

[clare.farquhar@torbay.gov.uk](mailto:clare.farquhar@torbay.gov.uk)

**Telephone**

+44 1803208514

**Country**

United Kingdom

**Region code**

UKK42 - Torbay

**Internet address(es)**

Main address

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

Buyer's address

<http://www.torbay.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=32be2926-a932-ed11-8119-005056b64545>

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=32be2926-a932-ed11-8119-005056b64545>

**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**

Community Safety Case Management System

Reference number

DN632670

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

- 48000000 - Software package and information systems

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

Supplies

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

Torbay Council is seeking a single Supplier who can provide the following facilities for Community Safety Services with their proposed solution:

- a) A back-office case management system;
- b) A customer web portal; and
- c) An agile solution.

Throughout this procurement, Community Safety Services refers to and includes Licensing, Food Safety, Health and Safety, Housing Standards and Environmental Health, and ASB & Vulnerability.

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

This contract is divided into lots: No

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

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

NUTS codes

- UKK42 - Torbay

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

Torbay Council is seeking a single Supplier who can provide the following facilities for Community Safety Services with their proposed solution:

- a) A back-office case management system;
- b) A customer web portal; and
- c) An agile solution.

Throughout this procurement, Community Safety Services refers to and includes Licensing, Food Safety, Health and Safety, Housing Standards and Environmental Health, and ASB & Vulnerability.

#### **II.2.5) Award criteria**

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

#### **II.2.6) Estimated value**

Value excluding VAT: £650,000

#### **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

It is intended that the initial period of 4 years will be followed by an annual rolling 12-month Contract for hosting and maintenance and support.

#### **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

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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**

Originally published as:

Date

13 October 2022

Local time

12:00pm

Changed to:

Date

14 October 2022

Local time

12:00pm

See the [change notice](#).

**IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

14 November 2022

**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.3) Additional information**

Full Access to Documents

In order to provide unrestricted, full, direct and free of charge access to the Tender Documents the Authority is providing the Documents in PDF format in the Opportunities Area of the ProContract e-Tendering portal at [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)

In order to access amendable versions of the Documents and to submit a response Applicants must be registered as Suppliers on ProContract. Applicants should then express an interest in the opportunity and download the Word and Excel format Documents for completion and submission.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Royal Courts of Justice

7 Rolls Building, Fetter Lane

London

EC4A 1NL

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[tcc.issue@justice.gov.uk](mailto:tcc.issue@justice.gov.uk)

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+44 2079477156

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