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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

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

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

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

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

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

Email

tcc.issue@justice.gov.uk

Telephone

+44 2079477156

Country

United Kingdom