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Planning

## **Pre Market Engagement for the provision of a City & Neighbourhood Services Case Management Solution**

Belfast City Council

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-025998

Procurement identifier (OCID): ocds-h6vhtk-03f990

Published 4 September 2023, 9:50am

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

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

Belfast City Council

9-21 Adelaide Street

Belfast

BT2 8DJ

#### **Email**

[cps@belfastcity.gov.uk](mailto:cps@belfastcity.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKN06 - Belfast

**Internet address(es)**

Main address

<https://www.belfastcity.gov.uk>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**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**

Pre Market Engagement for the provision of a City & Neighbourhood Services Case Management Solution

**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 purpose of this pre-market engagement (PME) questionnaire is to help Belfast City Council ('the Council') better understand the the levels of competition, capability and capacity in the market to supply and deliver a City & Neighbourhood Services Case Management Solution to digitally enhance how City & Neighbourhood Services manages and delivers its activities to maximise efficiency and effectiveness for all stakeholders.

All information returned will assist in the development of the specification; evaluation

criteria, and pricing model to ensure this tender opportunity delivers a high quality service and best value for money for the ratepayers of Belfast.

The Council aims to use the learning from this PME to review and select the best IT solution to modernise, integrate and replace the current case management system to deliver potential benefits such as improved accessibility, embedding mobile

technology, reduced waiting times, removal of duplication, improved management information and optimum productivity.

The pre market engagement will take the form of an initial questionnaire, depending on the volume of responses, all or some of the respondents will be taken through to further engagement taking the form of interviews, presentations and system demonstrations.

Copies of the PME questionnaire for completion can be obtained by emailing [cps@belfastcity.gov.uk](mailto:cps@belfastcity.gov.uk) to request a copy.

Economic Operators are asked to submit their completed PME questionnaires on or before 2pm on 22nd September 2023.

Please submit completed PME questionnaires using the link provided by the closing date indicated above.

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

This contract is divided into lots: No

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

#### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems
- 48100000 - Industry specific software package
- 48600000 - Database and operating software package
- 48900000 - Miscellaneous software package and computer systems
- 72200000 - Software programming and consultancy services

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

NUTS codes

- UKN06 - Belfast

Main site or place of performance

Belfast, Northern Ireland

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

The Council is looking to procure a City & Neighbourhood Services Case Management Solution to:

- o Replace the current software systems with a single modern and intuitive case management system designed to embed mobile technology and digitally transform how we plan, manage and monitor our service delivery across City & Neighbourhood Services core areas;
- o Transform and optimise the customer experience, through provision of a digital system that integrates frontline operations, operational control and the customer hub. It provides real time information, visibility of service provision, ability to respond in real time and plans and balances workloads thus improving efficiency.

The new technology will improve service delivery and operational control, provide efficient and flexible working, enhance customer experience of the service (right first time and information availability), reduce customer waiting times, improve live time information and streamline processes to improve administration.

#### **II.2.14) Additional information**

Please note that this procurement exercise may:

- o Fall below the FTS threshold and a contract notice may not be placed. However, the opportunity may be available at [www.e-sourcingni.bravosolution.co.uk](http://www.e-sourcingni.bravosolution.co.uk).
- o Be carried out under a Government framework, in accordance with the framework guidelines the competition will be restricted to qualified suppliers.

#### **II.3) Estimated date of publication of contract notice**

1 November 2024

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## **Section IV. Procedure**

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

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

### **VI.3) Additional information**

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