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Contract

Environmental, Housing, Waste and Customer Services ICT System

Fylde Borough Council

F03: Contract award notice

Notice identifier: 2023/S 000-028762

Procurement identifier (OCID): ocds-h6vhtk-03d57c

Published 29 September 2023, 11:58am

Section I: Contracting authority

I.1) Name and addresses

Fylde Borough Council

Town Hall, St. Annes Road West

Lytham St. Annes

FY8 1LW

Contact

Mr Ben McCabe

Email

ben.mccabe@fylde.gov.uk

Telephone

+44 1253658615

Country

United Kingdom

Region code

UKD4 - Lancashire

Internet address(es)

Main address

<https://new.fylde.gov.uk/>

Buyer's address

<https://new.fylde.gov.uk/>

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

Environmental, Housing, Waste and Customer Services ICT System

Reference number

DN670836

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 Council are looking to procure a replacement ICT system for the following functions:

Environmental health (Food Safety, Health & Safety, Licensing, Environmental Protection, Community Enforcement, Dog Warden service)

Housing (Housing Standards and Disabled Facilities Grants)

Customer services

Waste services

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £200,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD4 - Lancashire

II.2.4) Description of the procurement

Fylde is a predominantly rural Borough, covering 166km², which is situated on the west coast of Lancashire. It is bounded to the north by Wyre Council and the estuary of the River

Wyre, to the north-west by the densely populated urban area of Blackpool, to the east by Preston and to the south by the Ribble Estuary. Fylde has a population of approximately 78,000.

The coastline is one of the dominant features of the Borough and is the setting for the majority of its urban areas. The largest towns, Lytham and St Anne's together have a reputation as a high-quality resort with their significant visitor attractions along with their distinctive seafronts.

The administrative base of Council is located in St. Annes. Like many other public sector organisations, Fylde Council has experienced a significant amount of change in recent years

as the pace of modernisation in public services has increased. The Council has worked closely with the community to establish corporate priorities and objectives.

Fylde Council currently uses the Civica APP (Flare) information management system to support the work of a range of service areas including environmental, housing, waste and recycling, and customer services. Fylde Council also use Lalpac for licensing services, ESB

for housing standards and Abavus (My Council Services) for a variety of customer engagement, reporting and transactional services, including online payments. The Council

are looking to reduce the number of systems that it uses and are looking for a system which

caters for the functions set out below.

The teams are based primarily at Fylde Town Hall with the waste and recycling services based out of our depot site at Snowdon Road.

There are 14 members of staff in the Environmental Services department, 6 in Housing Services, 8 in Waste Services and 11 in Customer services. The system needs to provide access to all these members of staff at the same time.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Open 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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-016585](#)

Section V. Award of contract

Contract No

DN670836

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 September 2023

V.2.2) Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Idox Software Ltd

2nd Floor, Waterside 1310 Arlington Business Park, Theale

Reading

RG7 4SA

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £191,190

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

London

Country

United Kingdom