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Planning

## **Complaints, Enquiries, FOI Case Management Solution - Request for Information**

Essex County Council

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-030610

Procurement identifier (OCID): ocds-h6vhtk-040cb0

Published 17 October 2023, 2:24pm

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

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

Essex County Council

County Hall, Market Road

Chelmsford

CM1 1QH

#### **Contact**

Mr Tyno Tong

#### **Email**

[Tyno.Tong@essex.gov.uk](mailto:Tyno.Tong@essex.gov.uk)

#### **Country**

United Kingdom

**Region code**

UKH3 - Essex

**Internet address(es)**

Main address

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

Buyer's address

<https://www.essex.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**

Complaints, Enquiries, FOI Case Management Solution - Request for Information

Reference number

DN694800

#### **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**

Essex County Council (ECC) seeks input from the market to develop future requirements for a Complaints, Enquiries and Freedom of Information (FOI) request Case Management Solution utilising modern, flexible, cost-effective technology solutions for better customer and user experience. A solution is required to manage:

- FOI and Environmental Information Regulations (EIR) requests
- Subject Access Requests (SAR)
- Data breach Incidents
- Local Government and Social Care Ombudsman and Information Commissioners Office (ICO) enquiries
- Corporate Compliments and Comments
- Statutory and Non-statutory Complaints
- MP / Councillor Enquiries

The end solution will be used to capture, process, resolve and report across these key areas. ECC is seeking a Software as a Solution (SaaS) offering with workflows that manage case tracking in these areas.

Any solution needs to support overall Local Authority (LA) compliance with UK General Data Protection Regulations (GDPR).

Interested suppliers are invited to attend a demonstration session, this is expected to take place in late October / early November. Schedule to be confirmed. Suppliers are invited to provide their response by 12:00 on Tuesday 31st October 2023.

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

This contract is divided into lots: No

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

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

- 48900000 - Miscellaneous software package and computer systems
- 48810000 - Information systems
- 48510000 - Communication software package

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

NUTS codes

- UKH3 - Essex

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

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

1 December 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: No