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Award

Respond Case Management System

Stockton on Tees Borough Council

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-044569

Procurement identifier (OCID): ocds-h6vhtk-0569c0

Published 31 July 2025, 9:23am

Scope

Description

This contract is for a case management system for the Information Governance team to record requests (some statutory) such as Freedom of Information, Environmental Information Regulations requests, Data Protection Act requests, social worker requests from other local authorities, data breaches, MP enquiries, complaints (corporate and statutory), Local Government and Social Care Ombudsman investigations, and Information Commissioner's Officer enquiries. The system supports officers in coordinating the responses, holding a centralised record, and in the preparation of performance reports.

Procurement will be carrying out an exception Direct Award. It will not be cost effective to procure a brand new system. The current contract is on a rolling contract, but the rolling price is more expensive than if SBC are to have a fixed contract.

Contract 1. Respond Case Management System

Supplier

- APTEAN LIMITED

Contract value

- £67,239.68 excluding VAT
- £80,687.62 including VAT

Below the relevant threshold

Earliest date the contract will be signed

30 September 2025

Contract dates (estimated)

- 1 October 2025 to 30 September 2028
- Possible extension to 30 September 2029
- 4 years

Description of possible extension:

1 extension is available for this contract: 01/10/2028 - 30/09/2029

Main procurement category

Goods

CPV classifications

- 48810000 - Information systems

Contract locations

- UKC11 - Hartlepool and Stockton-on-Tees

Procedure

Procedure type

Below threshold - without competition

Supplier

APTEAN LIMITED

Lincoln House, Wellington Crescent, Fradley Park

Lichfield

WS13 8RZ

United Kingdom

Email: georgia.radenschi@aptean.com

Region: UKG24 - Staffordshire CC

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Respond Case Management System

Contracting authority

Stockton on Tees Borough Council

- Public Procurement Organisation Number: PCVQ-6435-GNMW

Dunedin House, Columbia Drive, Thornaby

Stockton on Tees

TS17 6BJ

United Kingdom

Email: corporateprocurement@stockton.gov.uk

Region: UKC11 - Hartlepool and Stockton-on-Tees

Organisation type: Public authority - sub-central government