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Tender

The provision of a legal case management system

Southend-on-Sea City Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-045606

Procurement identifier (OCID): ocds-h6vhtk-056c33

Published 4 August 2025, 12:07pm

Scope

Reference

DN776416

Description

Southend-on-Sea City Council is looking to appoint a suitable Supplier to provide a case management system to support the functionality required by the legal team to manage their day-to-day workload and case management requirements. The system will need to be able to facilitate the transactions needed for all of the required services.

The legal teams in Southend-on-Sea City Council that will use the system cover the following areas within the Council Commercial and regulatory, adult and children's Social Care, Property, Planning, highways and land charges.

The provision of this system is to ensure efficiency and provide an effective process to enable electronic management of case work in the legal team and will ideally be cloud based.

The system will need to provide the legal teams an end-to-end case management system

for all legal work. This will include functionality to time record and securely hold data and aid the service to become a predominantly paperless service.

The system will need to provide consistent and standardised best practice work processes, prefilled templates, documentation and automation and enable effective case management from receiving instructions to completing matters. The system will also need to have the ability to pull a wide range of reports for various tasks and processes.

Total value (estimated)

- £240,000 excluding VAT
- £288,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 8 December 2025 to 7 December 2028
- Possible extension to 7 December 2030
- 5 years

Description of possible extension:

Option to extend by 2 x 12 months

Main procurement category

Goods

CPV classifications

- 48170000 - Compliance software package
- 48311000 - Document management software package
- 48445000 - Customer Relation Management software package
- 48517000 - IT software package

Contract locations

- UKH31 - Southend-on-Sea
-

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

20 August 2025, 12:00pm

Submission type

Requests to participate

Deadline for requests to participate

5 September 2025, 3:00pm

Submission address and any special instructions

The provisioning of documentation relating to the Procurement Process and the submission of Responses from interested Parties will be conducted electronically via Southend-on-Sea City Council's Electronic Tender Facility, ProContract:

<https://procurement.southend.gov.uk/southend/portal.nsf/index.htm>

The Candidates must ensure that they have downloaded and are fully aware of all the information which they are required to be in receipt of, to complete and return to successfully submit a Project Specific Questionnaire Response.

All submissions must be forms to be completed online via Pro Contract.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

3 to 5 suppliers

Selection criteria:

Any organisation who considers themselves a suitable Candidate to deliver the Customer's requirements as they relate to the Draft Tender Document's and who meets the minimum requirements of the Project Specific Questionnaire (PSQ) Stage Process will

be invited to respond to the PSQ.

Candidates who pass the PSQ Stage's listed mandatory requirements (Pass or Fail elements) will then have their responses to the Contract Specific Questions evaluated.

Responses to the Contract Specific Questions will be evaluated to determine the respective scores for each Candidate. These scores which will be used to determine an overall ranking order of Candidates.

The intention (based upon receiving sufficient suitable Candidates) is to invite the 4 highest scoring Candidates to Tender Stage 2. However, subject to the Number of Candidates and their respective scoring Southend-on-Sea City Council reserves the right to alter the number of Candidates invited to tender.

The determining of the number of Candidates for Stage 2 will be in accordance with the Procurement Act 2023 and the Procurement Regulations 2024.

Award decision date (estimated)

28 November 2025

Award criteria

Name	Type	Weighting
Technical (Quality) Evaluation	Quality	60%
Commercial Evaluation	Price	40%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

This process will utilise a Multi-stage Competitive Flexible Procedure with the following stages:

- A discrete Conditions of Participation stage (including checking Exclusion Grounds).
- A stage for limiting the number of Suppliers to be invited to submit a Tender.
- A single Tendering Round (with the opportunity to request non-material changes to the contract).

The procedure being used is intended to replicate the Restricted Procedure from the previous legislation; specifically, Regulation 28 of the Public Contracts Regulations 2015, with some minor flexibility to "tweak"/ request not material changes to the contract before award.

The Council has designed this Procurement Process to utilise the option to limit the number of Participating Suppliers following a discrete Request to Participate stage. Following the discrete Conditions of Participation stage and the stage for limiting the number of Suppliers, the Council will invite up to 5 Suppliers to submit Tenders.

In the event that there are no Suppliers/or only one Supplier who is deemed suitable, the Contracting Authority reserves the rights to abandon this Procurement Process and make a Direct Award under Schedule 5(6) PA23 and publish the relevant notices

Southend-on-Sea City Council reserves the right to issue updated versions of the Associated Tender Documents to Suppliers as and when the need arises, in order to reflect the corresponding stage of the Competitive Flexible Procedure, together with any changes to the Procurement or any other new information. Suppliers will be notified by the Council via the Electronic Tender Facility's message system of the issuing of any

amended Tender Documents

Selection criteria:

Any organisation who considers themselves a suitable Candidate to deliver the Council's requirements as they relate to the Draft Tender Document's and who meets the minimum requirements of the Project Specific Questionnaire (PSQ) Stage Process will be invited to respond to the PSQ.

Candidates who pass the PSQ Stage's listed mandatory requirements (Pass or Fail elements) will then have their responses to the Contract Specific Questions evaluated. Responses to the Contract Specific Questions will be evaluated to determine the respective scores for each Candidate. These scores which will be used to determine an overall ranking order of Candidates.

The intention (based upon receiving sufficient suitable Candidates) is to invite the 4 highest scoring Candidates to Tender Stage 2. However, subject to the Number of Candidates and their respective scoring. Southend-on-Sea City Council reserves the right to alter the number of Candidates invited to tender.

Examples of this include, but are not limited to:

- If there is a substantial scoring gap between Candidates 3 and 4

or

- There is negligible scoring difference between Candidates 4 and 5

In the event of either of these examples occurring 3 or 5 may be invited through to Stage 2 respectively.

Stage 2 of the process will invite the selected suppliers at stage 1 to submit a tender response.

This stage will consist of a 2 part assessment, Part A - Method Statements and Part B - Presentations

Part A (Quality) will be measured via responses (Method Statements) to the questions within the online Technical Questionnaire. Suppliers will be required to meet a minimum score if they do not meet the minimum score their tender will be eliminated from the Tender process and will not be assessed further.

At this stage Part B , suppliers will also be invited to provide a Quality Presentation / Demonstration also. This will be measured by a set criteria to ensure a fair and

transparent process is in place to assess the presentations of each supplier. Following the assessment of the presentations the scores from part A Quality (the method statements) will be updated.

Stage 3 of the process will be a commercial evaluation of the supplier's price submission. This will not be assessed if the supplier's responses in stage 2 do not meet the minimum score requirements.

Formal preliminary market engagement was not conducted but informal engagement took place in the form of contacting other similar organisations to get feedback on the case systems they use. Some desktop research on the systems available also took place.

Contracting authority

Southend-on-Sea City Council

- Public Procurement Organisation Number: PJDT-6566-GZNX

Civic Centre, Victoria Avenue, Southend On Sea, Essex

Southend On Sea

ss2 6fa

United Kingdom

Email: procurementops@southend.gov.uk

Region: UKH31 - Southend-on-Sea

Organisation type: Public authority - sub-central government