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Planning

002138 - Interactive Customer Map - Clean and Green

Durham County Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-058897

Procurement identifier (OCID): ocids-h6vhtk-05a023

Published 23 September 2025, 1:33pm

Scope

Reference

OPEN20251224

Description

A map view for customers who log an issue online.

A map on our website will show open or recently closed requests with council owned land, flowerbeds, open spaces and trees that we're responsible for.

Our assets will be shown on the map; public bins, benches, roads and footpaths. We can also show maintenance schedules against our land and assets.

By informing and engaging with customers it will reduce requests being raised for jobs that we already know about.

Any updates to a case will be visible to everyone who checks their local area on the map.

This will promote Clean and Green as a proactive service by being more proactive and transparent with our residents.

The back end part of the system will provide work queue management for Team Leaders and mobile working for their operatives.

Total value (estimated)

- £0 excluding VAT
- £0 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2030
- Possible extension to 31 March 2032
- 6 years

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKC - North East (England)

Engagement

Engagement deadline

21 October 2025

Engagement process description

Conducted on the OPEN E-tendering portal:

Registration at - <https://www.open-uk.org/>

Project Title: 002138 - Interactive Customer Map - Clean and Green, OPEN20251224

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Contracting authority

Durham County Council

- Public Procurement Organisation Number: PMPB-8772-VYWM

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Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government