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Tender

TC987 - Provision and Implementation of a Legal Case management System

Manchester City Council

F02: Contract notice

Notice identifier: 2021/S 000-002334

Procurement identifier (OCID): ocids-h6vhtk-029085

Published 5 February 2021, 11:39am

Section I: Contracting authority

I.1) Name and addresses

Manchester City Council

Town Hall Extension

Manchester

M60 2LA

Contact

Mr Mike Worsley

Email

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Telephone

+44 1612343080

Fax

+44 1612740013

Country

United Kingdom

NUTS code

UKD3 - Greater Manchester

Internet address(es)

Main address

<http://www.manchester.gov.uk>

Buyer's address

<http://www.manchester.gov.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<http://www.the-chest.org.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.the-chest.org.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

TC987 - Provision and Implementation of a Legal Case management System

Reference number

DN525294

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

Manchester City Council shared legal services requires a fully integrated legal case management SaaS solution to effectively manage legal case work from inception through to completion.

As a minimum the system must include case management, workflow & notification, time recording, billing, document management, electronic court bundling, support and maintenance and reporting and required staff training for the operation of the system. The entire system must be delivered through a web browser, be compatible with the latest and most commonly used browsers and be accessible on a number of different form factors. In addition, the system must be able to integrate with the following Office 365 applications: Outlook, OneDrive, Teams, Word, Excel, Powerpoint, Sharepoint.

The initial contract term will be 6 years (including for the implementation period) with option to extend for further period(s) of up to 4 years thereafter.

Further details are set out in the Council's procurement documents

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 72210000 - Programming services of packaged software products
- 72230000 - Custom software development services
- 72250000 - System and support services
- 72260000 - Software-related services
- 72320000 - Database services
- 72500000 - Computer-related services

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

Main site or place of performance

Manchester

II.2.4) Description of the procurement

Further details are set out in the procurement documents.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

72

This contract is subject to renewal

Yes

Description of renewals

Potential for up to 4 years extension.

II.2.10) Information about variants

Variants will be accepted: No

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

II.2.14) Additional information

The Council is using the e-business portal known as the Chest. Applicants will need to register their details at the following link www.the-chest.org.uk. Applicants will need to electronically submit their completed tender documents, including online questionnaire, via the on-line portal by 11am on Friday 19 March 2021 as referred to in IV.2.2.

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.2.2) Time limit for receipt of tenders or requests to participate

Date

19 March 2021

Local time

11:00am

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

19 March 2021

Local time

11:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The Council's shared legal services requires a legal case management system. The Council's shared legal services currently has approx. 258 staff (with room to grow) and in October 2020 successfully launched and migrated the entire workforce to Office 365

The system must include.; case management, workflow & notification, time recording, billing, document management, electronic court bundling, support and maintenance, reporting, development/upgrades, end user staff training for the operation of the system.

The initial contract term will be 6 years (including for the implementation period) with option to extend for further period(s) of up to 4 years thereafter. The required implementation period is no more than 12 months after contract award. The entire solution must be delivered through a web browser, be compatible with the latest and most commonly used browsers and be accessible on a number of different form factors. In addition, the solution must be able to integrate with the following Office 365 applications: Outlook, OneDrive, Teams, Word, Excel, Powerpoint, Sharepoint.

Further details are set out in the Council's procurement documents.

The Council is using the portal known as the CHEST (www.the-chest.org.uk) where tenderers will need to register their details. Once registered, tenderers will be emailed along-in and password which will allow applicants to gain access to the invitation to tender documents. Tenderers will need to electronically submit the completed tender submissions by the required submission date specified on the CHEST. Any clarification queries will also need to be submitted via the CHEST website.

The successful tenderer will be required to actively participate in the economic and social regeneration of the locality of the delivery of the contract. Selection and award criteria, specification requirements and contract performance conditions may relate to social and environmental considerations.

VI.4) Procedures for review

VI.4.1) Review body

Manchester City Council

Manchester

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Manchester City Council

Manchester

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for lodging appeals:

The Council will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers prior to entering into the contract. If an appeal regarding the award of a contract has not been successfully resolved, the Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).