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Planning

## **Future Case Management - Commercial Off The Shelf options**

The Insolvency Service

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-003586

Procurement identifier (OCID): ocds-h6vhtk-02956a

Published 23 February 2021, 2:27pm

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

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

The Insolvency Service

16th Floor, 1 Westfield Avenue

STRATFORD

E16 1HZ

#### **Contact**

James Edlin-Benwell

#### **Email**

[james.edlin-benwell@insolvency.gov.uk](mailto:james.edlin-benwell@insolvency.gov.uk)

#### **Telephone**

+44 7970966853

**Country**

United Kingdom

**NUTS code**

UKI - LONDON

**Internet address(es)**

Main address

<https://in-tendhost.co.uk/insolvencyservice.aspx/Home>

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

<https://in-tendhost.co.uk/insolvencyservice.aspx/Home>

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

National or federal Agency/Office

**I.5) Main activity**

General public services

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**Section II: Object****II.1) Scope of the procurement****II.1.1) Title**

Future Case Management - Commercial Off The Shelf options

**II.1.2) Main CPV code**

- 48100000 - Industry specific software package

**II.1.3) Type of contract**

## Supplies

### **II.1.4) Short description**

The Insolvency Service (INSS) have a legacy case management system that is nearing end of life and have initiated a project to identify the best approach to deliver a replacement. Options being considered are leveraging an existing configurable platform (MS Dynamics) or procuring a specifically developed Commercial off the Shelf (COTS) Insolvency case management system.

The purpose of this Prior Information Notice (PIN) is to investigate the feasibility of using a COTS product with an overarching assumption that the product should support many of the required functions out of the box and require limited configuration/development when compared to the configurable platform option.

The areas planned to be appraised are:

- ability to deliver functional requirements
- ability to meet non-functional and technical requirements
- cost of delivery and ownership
- time to deliver
- key risks associated with delivery

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKI - LONDON

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

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Insolvency case management system.

The purpose of this Prior Information Notice (PIN) is to investigate the feasibility of using a COTS product with an overarching assumption that the product should support many of the required functions out of the box and require limited configuration/development when compared to the configurable platform option.

The system must meet the following high-level requirements;

- Any system procured in future should support both personal and corporate insolvency transactions and case processing
- The system should adhere to insolvency legislation for England and Wales, for both personal and corporate insolvencies and be updated as changes to legislation are introduced
- The system must support integration with payment/bank systems to pay distributions etc and also facilitate bank reconciliation within the system
- Produce the Insolvency Services and the Insolvency Investment Accounts. Including fees charged and recovered to support financial forecasting and reporting capability to evidence reported figures
- Include time recording
- Be offered as Software as a Service (SaaS) with a minimum availability of 99.9%
- Be able to provide onshore support and implementation capabilities

We must also implement a solution that is compliant with the Government Technology Code of Practice.

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

1 October 2021

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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: Yes

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## Section VI. Complementary information

### VI.3) Additional information

Further information regarding this PIN can be found at the Insolvency Service's eTendering portal, In-Tend.

<https://in-tendhost.co.uk/insolvencyservice.aspx/Home>

As part of the response for this PIN, we would ask that interested parties ensure that they firstly sign-up to this portal and download the attached documents for the PIN.

The Insolvency Service requires a response to the attached Request for Information (RfI) documents in the In-Tend opportunity. Please ensure that you download and respond to the RfI documents correctly and within the timeframe set out in the FCMC PIN documents.

Please note that clarification questions and answers must be submitted via the In-Tend portal for audit purposes and transparency to all interested parties. Any correspondence not sent via this route is not guaranteed a response.

It is the intention of the Insolvency Service to host two virtual Supplier Engagement Events during the response timeframe for this PIN. The purpose of these sessions is the following;

- Provide a background and context to interested parties on the Future Case Management project.
- Host a Q&A session with the project team
- Offer an opportunity for suppliers to demo their solutions/services on a 1-to-1 basis (ie. between the supplier and Insolvency Service).
- Further Q&A and Supplier demos on Technical/Financial reporting requirements to be hosted on Day 2 of the Event.