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Tender

Provision of a fully bilingual (Welsh and English) HR Information System (HRIS)

Social Care Wales

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

Notice identifier: 2026/S 000-005456

Procurement identifier (OCID): ocds-h6vhtk-05ee64 ([view related notices](#))

Published 21 January 2026, 4:02pm

Scope

Reference

HRIS

Description

The purpose of this procurement is to select and implement a modern, secure, fully bilingual (Welsh and English) Human Resources Information System (HRIS) that will replace Social Care Wales's current HR platform (Ciphr). The new system must improve and streamline HR processes, support efficient workforce management, ensure legal compliance with Welsh language standards, and provide better user experience for employees, managers, and HR teams.

It aims to deliver a solution that enables a smooth, well-managed implementation ready for Day 1 operation on 1 September 2026.

Total value (estimated)

- £125,000 excluding VAT
- £150,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 5 May 2026 to 30 April 2029
- Possible extension to 30 April 2031
- 4 years, 11 months, 26 days

Description of possible extension:

The contract will run initially from 1 May 2026 - 30 April 2029 years with a possibility of being extended for a further 24 months until 30 April 2031, up to a total period of 5 years.

Main procurement category

Services

CPV classifications

- 48450000 - Time accounting or human resources software package
- 72263000 - Software implementation services

Contract locations

- UKL - Wales

Participation

Legal and financial capacity conditions of participation

See Appendix 1 - WPSQ

Technical ability conditions of participation

See Appendix 1 - WPSQ

Particular suitability

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

Submission

Enquiry deadline

4 February 2026, 5:00pm

Submission type

Requests to participate

Deadline for requests to participate

16 February 2026, 12:00pm

Submission address and any special instructions

<https://www.sell2wales.gov.wales>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

- Welsh
- English

Award decision date (estimated)

22 April 2026

Recurring procurement

Publication date of next tender notice (estimated): 31 January 2031

Award criteria

Name	Description	Type	Weighting
Quality	Assessment of technical ability to fulfil requirements	Quality	45.00%
Product Demonstrations	This stage will enable each shortlisted Supplier to demonstrate to Social Care Wales that their proposed solution is capable of meeting the requirements of the Contract.	Quality	35.00%
Price	Evaluation of costs to fulfil the requirements	Cost	15.00%
Social Value	Assessment of value adding services beyond the scope of the requirements	Quality	5.00%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Social Care Wales will run this procurement using a three?stage Competitive Flexible Procedure, structured as follows:

Stage 1 - Conditions of Participation: Suppliers will submit responses to Welsh procurement specific questionnaire's (WPSQ). These will be assessed on a pass/fail basis to confirm minimum capability, relevance, and suitability to deliver the HRIS solution.

Stage 2 - Invitation to Submit a Tender: All suppliers who pass Stage 1 will be invited to submit a full tender response, comprising of Quality, Social Value and Cost. Tenders will be evaluated on a most advantageous tender (MAT) basis, in accordance with the published criteria and weightings.

Stage 3 - Product Demonstrations: The top three scoring suppliers from the tender evaluation will be shortlisted and invited to deliver a structured product demonstration. Demonstrations will assess system capability, bilingual functionality, usability, and alignment with Social Care Wales' requirements.

A final moderated score will be applied following demonstrations to determine the preferred bidder.

Documents

Associated tender documents

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357755

Competitive Flexible Procedure Invitation to Tender - HRIS

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357756

Gwahoddiad i Dendro Gweithdrefn Hyblyg Gystadleuol - HRIS

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357758

Appendix 1 - WPSQ

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357759

Atodiad 1 - WPSQ

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357761

Appendix 2 - Specification

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357762

Appendix 3 - Social Care Wales's tone of voice guidelines

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357763

Atodiad 3 - Canllaw ein llais Gofal Cymdeithasol Cymru

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357765

Appendix 4 - Social Care Wales's branding guidelines

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357766

Atodiad 4 - Canllawiau brand Gofal Cymdeithasol Cymru

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357767

Appendix 5 - Form of Tender

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357769

Atodiad 5 - Ffurflen Tendro

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357770

Appendix 6 - Social Care Wales Contractual Terms

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357784

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Documents to be provided after the tender notice

Stage 2 - The Invitation to Tender (ITT) and all associated tender documents will be issued via Sell2Wales to all Suppliers that successfully pass Stage 1.

Stage 3 - Will commence with the issuing of a formal letter (via email) inviting the shortlisted Suppliers to participate in product demonstrations.

Contracting authority

Social Care Wales

- Public Procurement Organisation Number: PTTZ-7468-NYRQ

South Gate House

Cardiff

CF10 1EW

United Kingdom

Contact name: Procurement Team

Email: procurement@socialcare.wales

Website: <http://www.socialcare.wales>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales