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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

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### **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, 27 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)

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## **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

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## **Award criteria**

<b>Name</b>	<b>Description</b>	<b>Type</b>	<b>Weighting</b>
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%

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## **Other information**

### **Conflicts assessment prepared/revised**

Yes

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## **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.

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## **Documents**

### **Associated tender documents**

[https://www.sell2wales.gov.wales/Assets/NoticeBuilder\\_FileDownload.aspx?id=357755](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](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](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](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](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](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](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](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](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](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](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](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](https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=357784)

Atodiad 2 - Manyleb

## **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.

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## **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](mailto: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