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Contract

## **Electronic Case Management System (Fitness to Practise)**

General Optical Council

F03: Contract award notice

Notice identifier: 2023/S 000-008572

Procurement identifier (OCID): ocds-h6vhtk-0358c2

Published 24 March 2023, 8:44am

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

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

General Optical Council

10 Old Bailey

London

EC4M 7NG

#### **Contact**

K Watts

#### **Email**

[goctenders@optical.org](mailto:goctenders@optical.org)

#### **Telephone**

+44 2073073455

#### **Country**

United Kingdom

**NUTS code**

UKI31 - Camden and City of London

**Internet address(es)**

Main address

[www.optical.org](http://www.optical.org)

Buyer's address

[https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA14321](https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA14321)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

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

Body governed by public law

**I.5) Main activity**

Other activity

Healthcare Regulator

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Electronic Case Management System (Fitness to Practise)

**II.1.2) Main CPV code**

- 72262000 - Software development services

**II.1.3) Type of contract**

## Services

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

We are seeking to procure a supplier to develop an electronic Case Management System (CMS) to support the management of Fitness to Practise (FtP) cases by our Regulatory Operations directorate. The CMS must cover all areas of the FtP process.

We have developed a working list of needs (Annex A to the Expression of Interest document), but we stress that this is not a specification document (more detailed specifications of our requirements will be provided within the pack at the full tender stage of the procurement process). This working list is provided at this stage to help you to understand the extent of our CMS requirements, so that you can decide whether to express an interest.

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

This contract is divided into lots: No

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £460,000

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 72210000 - Programming services of packaged software products
- 72262000 - Software development services
- 72232000 - Development of transaction processing and custom software

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

NUTS codes

- UKI31 - Camden and City of London

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

YOU MUST READ THE FULL EXPRESSION OF INTEREST NOTICE, AND YOU MUST COMPLETE THE EXPRESSION OF INTEREST QUESTIONNAIRE TO BE CONSIDERED FOR THIS OPPORTUNITY (both documents are attached to this notice and are also available at: <https://optical.org/en/about-us/get-involved/tenders/>). The Expression of Interest Questionnaire MUST be uploaded to the electronic postbox facility

on this [mytenders.co.uk](http://mytenders.co.uk) site. We will not accept any other form of submission.

We are the regulator for the optical professions in the UK. Our purpose is to protect the public by promoting high standards of education, performance and conduct amongst opticians. We currently register around 30,000 optometrists, dispensing opticians, student opticians and optical businesses. All individuals (and optical businesses that meet certain criteria) must be registered with the GOC to be able to carry out clinical practices that are restricted by law to registered persons.

A brief description of our four core regulatory functions is:

- Setting standards for optical education and training, performance and conduct.
- Approving qualifications leading to registration.
- Maintaining a register of individuals who are qualified and fit to practise, train or carry on business as optometrists and dispensing opticians.
- Investigating and acting where registrants' fitness to practise, train or carry on business is impaired.

Our website is at: [www.optical.org](http://www.optical.org)

We are seeking to procure a supplier to develop an electronic Case Management System (CMS) to support the management of Fitness to Practise (FtP) cases by our Regulatory Operations directorate. The CMS must cover all areas of the FtP process.

We have developed a working list of needs (Annex A to the Expression of Interest notice document), but we stress that this is not a final specification document (more detailed specifications of our requirements will be provided within the ITT pack at that stage of the procurement process). This working list is provided at this stage to help you to understand the extent of our CMS requirements, so that you can decide whether to express an interest.

We require a CMS that, in meeting our overarching list of needs (Annex A), provides the GOC with the following benefits:

- improvements in case progression timeliness, through:
  - a) automated workflow management
  - b) fewer keystrokes
  - c) enhanced management control, oversight and reporting

d) automatic escalations

e) configured user dashboards

- reduction in lost hearing days, achieved through semi-automated scheduling and improved conflict checking.

- resource efficiencies, achieved through significantly leaner processes

- tangible customer service improvements (leading to excellent customer service), achieved through:

a) automated updates

b) fully documented processes

c) modern customer feedback processes

d) reduction in risk via automatic draw-through of data across areas of work

- reduction in data breaches through automation of templates

All the above go towards our overarching objective to protect the public.

This list of potential benefits is a work in progress and a final benefits map will be provided at ITT stage.

We anticipate that there will be two phases to the CMS build, with a go-live date for phase one ('must have' and 'should have' requirements) of no later than 30 June 2023, and with phase two ('could have' requirements) being subject to (a) successful completion of phase one and (b) an internal GOC benefits validation process in respect of the phase one build.

This means that there is likely to be a gap between the end of phase one and the commencement of phase two, and that a phase two build will be contractually at the GOC's discretion.

Ongoing technical support for the developed system (both phase one and phase two product) will be required to 31 March 2026, with an additional 12-month support extension option available to the GOC. This support aspect will be contractually contingent upon the GOC accepting the build product(s).

## **II.2.5) Award criteria**

Quality criterion - Name: The extent to which we consider that the proposed solution would meet the GOC Business Requirements Specification / Weighting: 25 per cent

Quality criterion - Name: Our level of confidence that the proposed solution will integrate with our existing systems/software / Weighting: 15 per cent

Quality criterion - Name: Overall quality of the proposed support package and its ability to meet GOC requirements / Weighting: 15 per cent

Quality criterion - Name: The track record of the Bidder in delivering a similar solution in a similar environment, and any testimonials that are provided in this regard / Weighting: 10 per cent

Quality criterion - Name: GOC data will continue to be stored within GOC's environment. If not, the level of GOC risk arising from data management and migration proposals and how that risk would be managed / Weighting: 5 per cent

Quality criterion - Name: Assessment of the security of your information system  
Assessment of the network/system security measures that are in place Incident handling procedures / Weighting: 5 per cent

Cost criterion - Name: Actual cost to the GOC (of the whole system and support package) / Weighting: 25 per cent

#### **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**

A reminder that you MUST complete the Expression of Interest Questionnaire and upload it to the electronic postbox facility on this site if you wish to be considered for full tender selection.

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted 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.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-021348](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

13 March 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 5

Number of tenders received from SMEs: 5

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 5

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

iTS Computing Ltd

Belfast

Country

United Kingdom

NUTS code

- UKN06 - Belfast

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £460,000

Total value of the contract/lot: £443,543

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## **Section VI. Complementary information**

### **VI.3) Additional information**

Interested parties who are subsequently invited to tender in full will be required at that stage to address other relevant provisions set out in section 5, sub-section 7 of the Public Contracts Regulations 2015. (For example, relating to economic and financial standing, and to technical and professional ability).

This will also apply to any other entities that the proposed supplier intends to rely upon if awarded the contract (see regulation 63).

(MT Ref:229023)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Public Procurement Review Service

Cabinet Office

London

Email

[publicprocurementreview@cabinetoffice.gov.uk](mailto:publicprocurementreview@cabinetoffice.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

#### **VI.4.4) Service from which information about the review procedure may be obtained**

Public Procurement Review Service

Cabinet Office

London

Email

[publicprocurementreview@cabinetoffice.gov.uk](mailto:publicprocurementreview@cabinetoffice.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>