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Tender

Framework Agreement for the Provision of a Legal Case Management System

Flintshire County Council
Wrexham County Borough Council
Cyngor Gwynedd Council
Denbighshire County Council
Isle of Anglesey County Council
Conwy County Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-011054

Procurement identifier (OCID): ocds-h6vhtk-03bf66

Published 18 April 2023, 11:30am

Section I: Contracting authority

I.1) Name and addresses

Flintshire County Council

County Hall, Mold

Flintshire

CH7 6NA

Email

procurement@denbighshire.gov.uk

Telephone

+44 1824712194

Country

United Kingdom

NUTS code

UKL23 - Flintshire and Wrexham

Internet address(es)

Main address

<https://www.flintshire.gov.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0419

I.1) Name and addresses

Wrexham County Borough Council

Commissioning Procurement and Contract Management Unit, Lampbit Street

Wrexham

LL11 1AR

Email

procurement@wrexham.gov.uk

Telephone

+44 1978292798

Country

United Kingdom

NUTS code

UKL23 - Flintshire and Wrexham

Internet address(es)

Main address

<https://www.wrexham.gov.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0264

I.1) Name and addresses

Cyngor Gwynedd Council

Uned Caffael / Procurement Unit, Swyddfeydd y Cyngor, Stryd y Jel / Council Offices,
Shirehall Street

Caernarfon

LL55 1SH

Email

caffael@gwynedd.llyw.cymru

Telephone

+44 1286679787

Country

United Kingdom

NUTS code

UKL12 - Gwynedd

Internet address(es)

Main address

<https://www.gwynedd.llyw.cymru>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0361

I.1) Name and addresses

Denbighshire County Council

Wynnstay Road

Ruthin

LL15 1YN

Email

procurement@denbighshire.gov.uk

Telephone

+44 1824712612

Country

United Kingdom

NUTS code

UKL13 - Conwy and Denbighshire

Internet address(es)

Main address

<https://www.denbighshire.gov.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0280

I.1) Name and addresses

Isle of Anglesey County Council

Isle of Anglesey County Council, Council Offices, Llangefni

Anglesey.

LL77 7TW

Email

procurement@anglesey.gov.uk

Telephone

+44 1248750057

Country

United Kingdom

NUTS code

UKL11 - Isle of Anglesey

Internet address(es)

Main address

<https://www.anglesey.gov.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0369

I.1) Name and addresses

Conwy County Borough Council

Bodlondeb, Bangor Road

Conwy

LL32 8DU

Email

procurement@conwy.gov.uk

Telephone

+44 1492574000

Country

United Kingdom

NUTS code

UKL13 - Conwy and Denbighshire

Internet address(es)

Main address

<https://www.conwy.gov.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0389

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

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

<https://supplierlive.proactisp2p.com/Account/Login>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com/Account/Login>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://supplierlive.proactisp2p.com/Account/Login>

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

Framework Agreement for the Provision of a Legal Case Management System

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

This project is to award a Framework Agreement for a single supplier to provide a legal case management system for up to six North Wales Local Authorities.

Four of the North Wales Authorities require a Legal Case Management System imminently and the framework agreement will be available for the other two Local Authorities to utilise during the 4 year framework term if they so wish.

Contracts will be awarded by each individual Authority with four being awarded following the award of the framework agreement.

The system should have the facility support the following:

Definable roles and permissions used for access

Remote access to all elements of the system

Categorisation of matters

Tracking the status of matters and work distribution

Time recording and billing

Document creation and storage – bundling, versioning etc.

Detail reporting and case-related metrics

Retention policies; easy to archive and delete matters, automated where possible

Provision of precedents, templates and workflows to automate routine legal processes

Integration with key systems utilised i.e., HMCTS portals, Land Registry etc.

Integration with core Microsoft Products, including Word, Outlook, Excel and Share Point, and importantly, secure email functionality. The Councils have completed, or are in the process of, migrating their estate to Microsoft 365 – the system must be compatible with this technology.

The system should have a sustainable development pathway

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham
- UKL12 - Gwynedd
- UKL11 - Isle of Anglesey
- UKL13 - Conwy and Denbighshire

Main site or place of performance

North Wales

II.2.4) Description of the procurement

This project is to award a Framework Agreement for a single supplier to provide a legal case management system for up to six North Wales Local Authorities.

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Contracts will be awarded by each individual Authority with four being awarded following the award of the framework agreement. The system should have the facility support the following:

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II.2.5) Award criteria

Quality criterion - Name: System Requirements / Weighting: 7%

Quality criterion - Name: Documents and Communication / Weighting: 14%

Quality criterion - Name: Case Management Requirements / Weighting: 28%

Quality criterion - Name: Implementation, Data Migration and Training Requirements / Weighting: 7%

Quality criterion - Name: Integration and Collaboration / Weighting: 7%

Quality criterion - Name: Product Support and Maintenance / Weighting: 7%

Quality criterion - Name: Community Benefits / Weighting: 5%

Price - Weighting: 25

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

There is potential for the framework to be renewed, however it is more likely that any contracts awarded under the framework will be renewed at different times.

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Contract performance conditions can be found within the procurement documentation

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

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

18 May 2023

Local time

12:00pm

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

English, Welsh

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

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

18 May 2023

Local time

1:00pm

Place

Electronically via PROACTIS

Information about authorised persons and opening procedure

Electronically via PROACTIS

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Instructions

1. Log in to PROACTIS at <https://supplierlive.proactisp2p.com>
2. If you are already registered on the Proactis portal please Login and start at Step 14 of these instructions if not go to STEP 3
3. Click the “Sign Up” button at the bottom of the window
4. Enter your correct Organisation Name, address and Primary Contact Details. You will need to create the Organisation ID and User Name. If you have a generic email address for your organisation

e.g. tenders@xxx.co.uk then please use this as the primary contact email address.
5. Please make a note of the Organisation ID and User Name, then click “Register”
6. You will receive an email asking you to “Click here to activate your account”. This takes you to Enter Organisation Details.
7. Please enter the information requested, click the “ ” on the screen and follow the instructions ensuring that you enter all applicable details.
8. In the Classification screen please ensure that you select the Product Classification Codes (CPV Codes) that appear in the tender notice. Please ensure that the selected codes are relevant to your

business to ensure that you get notification of opportunities that are of interest.

9. In the Buyers screen please select Denbighshire County Council (you may register with other organisations if you wish)

10. In the Primary Contact Details screen please ensure that all information is complete. (Please see note 4 above)

11. Accept the Terms and Conditions and then click “ ”. This takes you to the Welcome window.

12. In the Finish screen please enter a new password and note all your Login details for future reference.

13. Now click “Complete Registration” and you will enter the Supplier Network page.

14. On the centre of the screen click “Opportunities”. This will take you to the list of current opportunities available to you.

15. Click the “ ” that relates to this notice, this will take you into the PQQ or Tender Request and click “Register Interest”. Note there may be several opportunities that appear on this screen, please

ensure that you select the correct one.

16. In the “Your Opportunities” screen please note the closing time and date for completion of the relevant project. Please review the “Items” tab (Tender stage only) and the Documents tab (PQQ and

Tender stages) as there will be information relating to the project held here. The Documents are accessed by clicking the down arrow underneath the General tab. Please ensure that you download all

documents to your PC as you will be required to complete and upload some of them as part of your submission. There are instructions on how to complete your submission in the Guidance for Bidders document.

17. You can now either create your response”, or “Decline” this opportunity.

Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority’s economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

Details regarding Community Benefits can be found within the procurement documentation

(WA Ref:130588)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom