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Planning

## **FCDO Consular Integrated Case Management**

Foreign, Commonwealth and Development Office

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-011210

Procurement identifier (OCID): ocids-h6vhtk-02b33c

Published 20 May 2021, 2:47pm

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

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

Foreign, Commonwealth and Development Office

King Charles Street

LONDON

SW1A2AH

#### **Email**

[ict.commercial@fcdo.gov.uk](mailto:ict.commercial@fcdo.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

#### **Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/foreign-commonwealth-development-office>

### **I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Ministry or any other national or federal authority

### **I.5) Main activity**

General public services

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## **Section II: Object**

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

#### **II.1.1) Title**

FCDO Consular Integrated Case Management

Reference number

CPG/6483/2021

#### **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**

The FCDO are coming to market for an Integrated Case Management system to replace a long standing legacy solution, Casebook. This new solution will act as the linchpin of the FCDO Consular Directorate's global public service solution, supporting the Resilient 24/7 Consular Services Programme. The aim of this programme is to develop/implement more integrated, seamless, user friendly suite of applications to deliver enhanced experience

for British people who need our help and a more streamlined experience for Consular staff, providing more resilience in a crisis.

The FCDO have identified a requirement for a low-code, highly configurable solution based on a Software as a Service (SaaS) model, with configuration to meet the Consular Directorate's diverse business requirements. There is ambition to further enhance the platform with the inclusion of Crisis Management functions and other services which are currently offered by alternative internal applications.

The FCDO intend to bring an Invitation To Tender to market via the "Data and Application Solutions" CCS Framework (RM3821) Lot 1b for a solution on a 5 + 2 basis.

<https://www.crowncommercial.gov.uk/agreements/RM3821>

Early Market Engagement has been conducted with all of the suppliers on this framework with significant detail provided through multiple workshops on both functional and non-functional requirements including clarification sessions. Only those suppliers on the framework will be eligible to take part in the procurement. However, sub-contracting and partnering opportunities are available and interested suppliers are encouraged to speak with those Framework suppliers to discuss potential solutions. Engaged suppliers have access to the Early Market Engagement packs and these may only be shared by them with non-framework suppliers following a request made to the FCDO.

The ITT is expected to be issued toward the end of July 21/August 21.

#### **II.1.5) Estimated total value**

Value excluding VAT: £16,000,000

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

This contract is divided into lots: No

### **II.2) Description**

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

NUTS codes

- UK - United Kingdom

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

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

26 July 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