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Tender

## **HR Case & Call Management (CCM) System**

City of Bradford Metropolitan District Council

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2022/S 000-016673

Procurement identifier (OCID): ocids-h6vhtk-0347c6

Published 17 June 2022, 1:11pm

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

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

City of Bradford Metropolitan District Council

Britannia House, Hall Ings

Bradford

BD1 1HX

#### **Contact**

Nita Patel

#### **Email**

[nita.patel@bradford.gov.uk](mailto:nita.patel@bradford.gov.uk)

#### **Telephone**

+44 01274432752

#### **Country**

United Kingdom

**NUTS code**

UKE41 - Bradford

**National registration number**

180808262

**Internet address(es)**

Main address

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

Buyer's address

<https://yortender.eu-supply.com/ctm/Company/CompanyInformation/Index/103277>

**I.3) Communication**

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

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=47619&B=UK](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=47619&B=UK)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=47619&B=UK](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=47619&B=UK)

Tenders or requests to participate must be submitted to the above-mentioned address

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

Regional or local 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**

HR Case & Call Management (CCM) 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**

City of Bradford Metropolitan District Council (the Council) is seeking to appoint a suitably experienced and qualified Provider (the Provider) to deliver a Case Management System (CMS) to the specification described in this tender.

The Council wishes to procure a cloud based electronic CMS that will have the functionality and flexibility of user access and storage to support a new HR Adviser team of 10 professionals; case activity across a headcount of 15,000 employees and a knowledge portal that can store all the Council's HR policies and procedures, offer unlimited access from all employees and have the flexibility to be continuously updated.

The proposed contract will be for an initial duration of three (3) years with a possible two (2) twelve (12) month extensions. The Council reserves the right to amend the scope of the support requirement for the extension period.

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

Value excluding VAT: £200,000

#### **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

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

NUTS codes

- UKE41 - Bradford

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

City of Bradford Metropolitan District Council (the Council) is seeking to appoint a suitably experienced and qualified Provider (the Provider) to deliver a Case Management System (CMS) to the specification described in this tender.

The Council wishes to procure a cloud based electronic CMS that will have the functionality and flexibility of user access and storage to support a new HR Adviser team of 10 professionals; case activity across a headcount of 15,000 employees and a knowledge portal that can store all the Council's HR policies and procedures, offer unlimited access from all employees and have the flexibility to be continuously updated.

The proposed contract will be for an initial duration of three (3) years with a possible two (2) twelve (12) month extensions. The Council reserves the right to amend the scope of the support requirement for the extension period.

### **II.2.6) Estimated value**

Value excluding VAT: £200,000

### **II.2.7) Duration of the contract or the framework agreement**

Start date

5 September 2022

End date

4 September 2025

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

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

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

Open procedure

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

29 July 2022

Local time

12:00am

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

English

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## **Section VI. Complementary information**

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

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

City of Bradford Metropolitan District Council

1st Floor, Britannia House, Hall Ings

Bradford

BD1 1HX

Country

United Kingdom

Internet address

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