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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): ocds-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

### **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/rfg/rwlentrance\_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/rwlentrance\_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

# **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

# 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

# **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/