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Contract

Invitation to Tender for Case Management Solution (CMS)

Public Services Ombudsman for Wales

F03: Contract award notice

Notice identifier: 2024/S 000-018716

Procurement identifier (OCID): ocds-h6vhtk-0403ba

Published 18 June 2024, 11:20am

Section I: Contracting authority

I.1) Name and addresses

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae, Pencoed

Bridgend

CF35 5LJ

Contact

Kathryn Criger

Email

corporate.services@ombudsman.wales

Telephone

+44 1656644214

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.ombudsman.wales/>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA39790

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

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Invitation to Tender for Case Management Solution (CMS)

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 Ombudsman is inviting tenders for the provision of an integrated Case Management Solution (CMS) and the provision of support services (Helpdesk) for the CMS.

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: £480,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Ombudsman is inviting tenders for the provision of an integrated Case Management Solution (CMS) and the provision of support services (Helpdesk) for the CMS. It is expected that the CMS will be cloud-hosted, that the helpdesk support, system monitoring and maintenance work will generally be undertaken remotely and that the provider will use their

own facilities and equipment to access the system.

II.2.5) Award criteria

Quality criterion - Name: Expertise, resource and customer service / Weighting: 30

Quality criterion - Name: Customer reviews / Weighting: 15

Quality criterion - Name: Equality, sustainability, Welsh language and social value / Weighting: 10

Price - Weighting: 45

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open 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: [2023/S 000-028317](#)

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

22 May 2024

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 0

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

COMPUTER APPLICATION SERVICES LTD

COMPUTER APPLICATION SERVICES LTD, 3/2 Quantum Court, Heriot-Watt Research Park
South

Edinburgh

EH144AP

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £480,000

Section VI. Complementary information

VI.3) Additional information

Please note Appendix 2 is available in English only.

(WA Ref:142290)

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