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Tender

Electronic Case Management System (Fitness to Practise)

General Optical Council

F02: Contract notice

Notice identifier: 2022/S 000-021348

Procurement identifier (OCID): ocds-h6vhtk-0358c2

Published 4 August 2022, 8:41am

Section I: Contracting authority

I.1) Name and addresses

General Optical Council

10 Old Bailey

London

EC4M 7NG

Contact

Keith Watts

Email

goctenders@optical.org

Telephone

+44 2073073455

Country

United Kingdom

NUTS code

UKI31 - Camden and City of London

Internet address(es)

Main address

www.optical.org

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA14321

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://optical.org/en/about-us/get-involved/tenders/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.mytenders.co.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Healthcare Regulator

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Electronic Case Management System (Fitness to Practise)

II.1.2) Main CPV code

- 72262000 - Software development services

II.1.3) Type of contract

Services

II.1.4) Short description

We are seeking to procure a supplier to develop an electronic Case Management System (CMS) to support the management of Fitness to Practise (FtP) cases by our Regulatory Operations directorate. The CMS must cover all areas of the FtP process.

We have developed a working list of needs (Annex A to the Expression of Interest document), but we stress that this is not a specification document (more detailed specifications of our requirements will be provided within the pack at the full tender stage of the procurement process). This working list is provided at this stage to help you to understand the extent of our CMS requirements, so that you can decide whether to express an interest.

II.1.5) Estimated total value

Value excluding VAT: £460,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72210000 - Programming services of packaged software products
- 72262000 - Software development services
- 72232000 - Development of transaction processing and custom software

II.2.3) Place of performance

NUTS codes

- UKI31 - Camden and City of London

II.2.4) Description of the procurement

YOU MUST READ THE FULL EXPRESSION OF INTEREST NOTICE, AND YOU MUST COMPLETE THE EXPRESSION OF INTEREST QUESTIONNAIRE TO BE CONSIDERED FOR THIS OPPORTUNITY (both documents are attached to this notice and are also available at: <https://optical.org/en/about-us/get-involved/tenders/>). The Expression of Interest Questionnaire MUST be uploaded to the electronic postbox facility on this mytenders.co.uk site. We will not accept any other form of submission.

We are the regulator for the optical professions in the UK. Our purpose is to protect the public by promoting high standards of education, performance and conduct amongst opticians. We currently register around 30,000 optometrists, dispensing opticians, student opticians and optical businesses. All individuals (and optical businesses that meet certain criteria) must be registered with the GOC to be able to carry out clinical practices that are restricted by law to registered persons.

A brief description of our four core regulatory functions is:

- Setting standards for optical education and training, performance and conduct.
- Approving qualifications leading to registration.
- Maintaining a register of individuals who are qualified and fit to practise, train or carry on business as optometrists and dispensing opticians.
- Investigating and acting where registrants' fitness to practise, train or carry on business is impaired.

Our website is at: www.optical.org

We are seeking to procure a supplier to develop an electronic Case Management System (CMS) to support the management of Fitness to Practise (FtP) cases by our Regulatory Operations directorate. The CMS must cover all areas of the FtP process.

We have developed a working list of needs (Annex A to the Expression of Interest notice document), but we stress that this is not a final specification document (more detailed specifications of our requirements will be provided within the ITT pack at that stage of the procurement process). This working list is provided at this stage to help you to understand the extent of our CMS requirements, so that you can decide whether to express an

interest.

We require a CMS that, in meeting our overarching list of needs (Annex A), provides the GOC with the following benefits:

- improvements in case progression timeliness, through:
 - a) automated workflow management
 - b) fewer keystrokes
 - c) enhanced management control, oversight and reporting
 - d) automatic escalations
 - e) configured user dashboards
- reduction in lost hearing days, achieved through semi-automated scheduling and improved conflict checking.
- resource efficiencies, achieved through significantly leaner processes
- tangible customer service improvements (leading to excellent customer service), achieved through:
 - a) automated updates
 - b) fully documented processes
 - c) modern customer feedback processes
 - d) reduction in risk via automatic draw-through of data across areas of work
- reduction in data breaches through automation of templates

All the above go towards our overarching objective to protect the public.

This list of potential benefits is a work in progress and a final benefits map will be provided at ITT stage.

We anticipate that there will be two phases to the CMS build, with a go-live date for phase one ('must have' and 'should have' requirements) of no later than 30 June 2023, and with phase two ('could have' requirements) being subject to (a) successful completion of phase one and (b) an internal GOC benefits validation process in respect of the phase

one build.

This means that there is likely to be a gap between the end of phase one and the commencement of phase two, and that a phase two build will be contractually at the GOC's discretion.

Ongoing technical support for the developed system (both phase one and phase two product) will be required to 31 March 2026, with an additional 12-month support extension option available to the GOC. This support aspect will be contractually contingent upon the GOC accepting the build product(s).

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Start date

1 November 2022

End date

31 March 2026

This contract is subject to renewal

Yes

Description of renewals

Support for the CMS will be contractually required until 31 March 2026, with the GOC having the option to extend for a further support period of twelve months. This support aspect will be contractually contingent upon the GOC accepting the build product(s).

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 5

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

II.2.14) Additional information

A reminder that you MUST complete the Expression of Interest Questionnaire and upload it to the electronic postbox facility on this site if you wish to be considered for full tender selection.

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.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted 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.2.2) Time limit for receipt of tenders or requests to participate

Date

5 September 2022

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

13 September 2022

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

English

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

Duration in months: 3 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic payment will be used

VI.3) Additional information

Interested parties who are subsequently invited to tender in full will be required at that stage to address other relevant provisions set out in section 5, sub-section 7 of the Public Contracts Regulations 2015. (For example, relating to economic and financial standing, and to technical and professional ability).

This will also apply to any other entities that the proposed supplier intends to rely upon if awarded the contract (see regulation 63).

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=226983.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.mytenders.co.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:226983)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

VI.4.4) Service from which information about the review procedure may be obtained

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>