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Contract

Framework Agreement for the Provision of a Legal Case Management System

Flintshire County Council
Wrexham County Borough Council
Cyngor Gwynedd Council
Denbighshire County Council
Isle of Anglesey County Council
Conwy County Borough Council

F03: Contract award notice

Notice identifier: 2023/S 000-024264

Procurement identifier (OCID): ocids-h6vhtk-03bf66

Published 18 August 2023, 8:55am

Section I: Contracting authority

I.1) Name and addresses

Flintshire County Council

County Hall, Mold

Flintshire

CH7 6NA

Email

procurement@denbighshire.gov.uk

Telephone

+44 1824712194

Country

United Kingdom

NUTS code

UKL23 - Flintshire and Wrexham

Internet address(es)

Main address

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

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0419

I.1) Name and addresses

Wrexham County Borough Council

Commissioning Procurement and Contract Management Unit, Lampbit Street

Wrexham

LL11 1AR

Email

procurement@wrexham.gov.uk

Telephone

+44 1978292798

Country

United Kingdom

NUTS code

UKL23 - Flintshire and Wrexham

Internet address(es)

Main address

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

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0264

I.1) Name and addresses

Cyngor Gwynedd Council

Uned Caffael / Procurement Unit, Swyddfeydd y Cyngor, Stryd y Jel / Council Offices,
Shirehall Street

Caernarfon

LL55 1SH

Email

caffael@gwynedd.llyw.cymru

Telephone

+44 1286679787

Country

United Kingdom

NUTS code

UKL12 - Gwynedd

Internet address(es)

Main address

<https://www.gwynedd.llyw.cymru>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0361

I.1) Name and addresses

Denbighshire County Council

Wynnstay Road

Ruthin

LL15 1YN

Email

procurement@denbighshire.gov.uk

Telephone

+44 1824712612

Country

United Kingdom

NUTS code

UKL13 - Conwy and Denbighshire

Internet address(es)

Main address

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

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0280

I.1) Name and addresses

Isle of Anglesey County Council

Isle of Anglesey County Council, Council Offices, Llangefni

Anglesey.

LL77 7TW

Email

procurement@anglesey.gov.uk

Telephone

+44 1248750057

Country

United Kingdom

NUTS code

UKL11 - Isle of Anglesey

Internet address(es)

Main address

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

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0369

I.1) Name and addresses

Conwy County Borough Council

Bodlondeb, Bangor Road

Conwy

LL32 8DU

Email

procurement@conwy.gov.uk

Telephone

+44 1492574000

Country

United Kingdom

NUTS code

UKL13 - Conwy and Denbighshire

Internet address(es)

Main address

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

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0389

I.2) Information about joint procurement

The contract involves joint procurement

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

Framework Agreement for the Provision of a Legal Case Management 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

This project is to award a Framework Agreement for a single supplier to provide a legal case management system for up to six North Wales Local Authorities.

Four of the North Wales Authorities require a Legal Case Management System imminently and the framework agreement will be available for the other two Local Authorities to utilise during the 4 year framework term if they so wish.

Contracts will be awarded by each individual Authority with four being awarded following the award of the framework agreement.

The system should have the facility support the following:

Definable roles and permissions used for access

Remote access to all elements of the system

Categorisation of matters

Tracking the status of matters and work distribution

Time recording and billing

Document creation and storage – bundling, versioning etc.

Detail reporting and case-related metrics

Retention policies; easy to archive and delete matters, automated where possible

Provision of precedents, templates and workflows to automate routine legal processes

Integration with key systems utilised i.e., HMCTS portals, Land Registry etc.

Integration with core Microsoft Products, including Word, Outlook, Excel and Share Point, and importantly, secure email functionality. The Councils have completed, or are in the process of, migrating their estate to Microsoft 365 – the system must be compatible with this technology.

The system should have a sustainable development pathway

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: £650,350

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham
- UKL12 - Gwynedd
- UKL11 - Isle of Anglesey
- UKL13 - Conwy and Denbighshire

Main site or place of performance

North Wales

II.2.4) Description of the procurement

Award of Single Supplier Framework Agreement to provide a legal case management system for up to six North Wales Local Authorities.

Four of the North Wales Authorities require a Legal Case Management System imminently and the framework agreement will be available for the other two Local Authorities to utilise during the 4 year framework term if they so wish.

Contracts will be awarded by each individual Authority with four being awarded following the award of the framework agreement. The system should have the facility support the following:

Definable roles and permissions used for access

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The system should have a sustainable development pathway

II.2.5) Award criteria

Quality criterion - Name: System Requirements / Weighting: 7%

Quality criterion - Name: Documents and Communication / Weighting: 14%

Quality criterion - Name: Case Management Requirements / Weighting: 28%

Quality criterion - Name: Implementation, Data Migration and Training Requirements / Weighting: 7%

Quality criterion - Name: Integration and Collaboration / Weighting: 7%

Quality criterion - Name: Product Support and Maintenance / Weighting: 7%

Quality criterion - Name: Community Benefits / Weighting: 5%

Price - Weighting: 25

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.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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 000-011054](#)

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

16 August 2023

V.2.2) Information about tenders

Number of tenders received: 4

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: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Civica UK Limited

Eighth Floor, Southbank Central, 30 Stamford Street

London

SE19LQ

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: £650,350

Section VI. Complementary information

VI.3) Additional information

(WA Ref:134133)

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