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Tender

Invitation to Tender for Case Management Solution (CMS)

Public Services Ombudsman for Wales

F02: Contract notice

Notice identifier: 2023/S 000-028317

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

Published 26 September 2023, 10:53am

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.3) Communication

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

<https://www.sell2wales.gov.wales/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.sell2wales.gov.wales/>

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.1.5) Estimated total value

Value excluding VAT: £320,000

II.1.6) Information about lots

This contract is divided into lots: No

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

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The contract will be for a 3-year term following an initial design and preparation period, with full implementation of the service commencing 1 April 2024 with the option to extend annually up to a maximum of 2 further years by mutual agreement.

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

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

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: [2017/S 167-343826](#)

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

Date

20 October 2023

Local time

5:00pm

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

English, Welsh

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

Duration in months: 2 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

23 October 2023

Local time

9:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Please note Appendix 2 is available in English only.

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=135100.

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.sell2wales.gov.wales/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.

(WA Ref:135100)

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