

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/028317-2023>

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): ocds-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](mailto: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](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](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](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