

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/030143-2022>

Planning

Legal Case Management Sysem

Flintshire County Council
Denbighshire County Council
Conwy County Borough Council
Cyngor Gwynedd Council
Wrexham County Borough Council

F01: Prior information notice
Prior information only
Notice identifier: 2022/S 000-030143
Procurement identifier (OCID): ocds-h6vhtk-037c36
Published 26 October 2022, 10:46am

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 1352701814

Country

United Kingdom

NUTS code

UKL23 - Flintshire and Wrexham

Internet address(es)

Main address

www.flintshire.gov.uk

Buyer's address

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

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

www.denbighshire.gov.uk

Buyer's address

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

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

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

Buyer's address

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

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

www.gwynedd.llyw.cymru

Buyer's address

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

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://wrexham.gov.uk>

Buyer's address

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

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Legal Case Management System

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Authorities named in this Notice require a cloud-based legal case management system/solution hosted externally to the Council but based in the UK.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

Main site or place of performance

Conwy County Borough Council

Denbighshire County Council

Flintshire County Council

Gwynedd Council

Wrexham County Borough Council

II.2.4) Description of the procurement

The Authorities require a cloud-based legal case management system/solution hosted externally to the Council but based in the UK.

The system will need to meet Welsh Language legislation, accessibility requirements and be able to function in a bilingual working environment.

The need to modernise working practices is a high priority therefore the system would need to accommodate mobile working and provide the ability to access work remotely across a range of desktop and mobile device types.

It is a requirement to be able to tailor the system to meet the needs of all parties (Flintshire and Denbighshire County Council, Gwynedd Council, Wrexham and Conwy County Borough Council) which will inevitably change over the duration of the contract. This includes the ability to create and customise user profiles with differing levels of access.

The system will need to manage and monitor all aspects of client information and case management easily, without the requirement for the operator to depend on the use of any computer-based coding language.

The system is required to enable Legal Services to manage all areas of case and performance management, including tasks and PIs, across a range of Legal Practice Areas.

The system will facilitate core legal case management activities, such as time recording, court bundling, precedents and workflows, billing/invoicing, with automation and integration to streamline communication and processes.

The system must have the capability to integrate with M365 including core and current Microsoft Office products, to enable the centralisation, capture and linkage of contact from multiple stakeholders including email, documents, videos, images etc. Emails, documents and files need to be able to be imported and/or attached to cases quickly, and with minimal effort.

The system must facilitate a multi-tenant environment with the ability for users to share and collaborate on chosen cases across tenants.

Where APIs are required, these would be designed by the contractor at the commencement of the contract and as necessary during the lifetime of contract, as an essential part of the product support expected from the contractor.

The system must be able to report on all the information contained within it. Any reporting function must have the ability to easily manipulate data and information, including narrative text on performance, without the dependency of needing any computer-based coding language to extract it by the operator.

Reports and dashboards will need to be easily built by users using the system; they should be fully customisable with an interface that is simple to use; and flexible enough to be presented to any of the Authority's stakeholders (internal or external). Reporting functions will be easily configured to include system and cloud/web dashboards and scorecards as well as reports that can be shared and communicated in a range of formats (e.g. PDF, Excel, presentation, HTML) and accessed from a range of devices (e.g. iPad, mobile, laptop).

The system must have the capability to be integrate with, or easily transfer data to and from HMCTS systems.

II.2.14) Additional information

To express an interest please e-mail a short overview of your solution to procurement@denbighshire.gov.uk by no later than 25/11/2022. Please ensure you only submit information that is relevant to the detail requested in the description above.

II.3) Estimated date of publication of contract notice

13 March 2023

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

(WA Ref:125957)