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Tender

## **Cloud Based Case Management System**

Gambling Commission

F02: Contract notice

Notice identifier: 2023/S 000-031928

Procurement identifier (OCID): ocids-h6vhtk-041000

Published 30 October 2023, 10:23am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Gambling Commission

4th Floor, Victoria Square House

Birmingham

B2 4AJ

#### **Contact**

Procurement

#### **Email**

[procurement@gamblingcommission.gov.uk](mailto:procurement@gamblingcommission.gov.uk)

#### **Telephone**

+44 1212306666

#### **Country**

United Kingdom

**NUTS code**

UKG31 - Birmingham

**Internet address(es)**

Main address

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

Buyer's address

[https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA43009](https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA43009)

**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.mytenders.co.uk>

Additional information can be obtained from another address:

My Tenders

Aberdeen

AB10 1SH

**Email**

[team@marketing.mytenders.co.uk](mailto:team@marketing.mytenders.co.uk)

**Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<https://www.mytenders.co.uk>

Buyer's address

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

Tenders or requests to participate must be submitted electronically via

<https://www.mytenders.co.uk>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://www.mytenders.co.uk>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Other activity

Gambling Regulator

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Cloud Based Case Management System

Reference number

23-001

#### **II.1.2) Main CPV code**

- 72212333 - Contact management software development services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Cloud Based Case Management System

#### **II.1.5) Estimated total value**

Value excluding VAT: £2,400,300

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 48333000 - Contact management software package

#### **II.2.3) Place of performance**

NUTS codes

- UKG - West Midlands (England)

Main site or place of performance

Birmingham

#### **II.2.4) Description of the procurement**

Cloud Based Case Management System

#### **II.2.5) Award criteria**

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

#### **II.2.6) Estimated value**

Value excluding VAT: £2,400,300

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

Duration in months

72

This contract is subject to renewal

Yes

Description of renewals

Initial Contract term is 36 months with option to extend contract annually up to a maximum contract duration 6 Years terminating 31 March 30. Contract Value estimate based on maximum contract duration.

#### **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

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## **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.2.1) Information about a particular profession**

Execution of the service is reserved to a particular profession

#### **III.2.2) Contract performance conditions**

Given in Tender documents

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## **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: No

### **IV.2) Administrative information**

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

Date

30 November 2023

Local time

10:00am

#### **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)

#### **IV.2.7) Conditions for opening of tenders**

Date

30 November 2023

Local time

10:00am

Place

Via My Tenders e-procurement portal

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 9 months prior to end date of the contract.

### **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**

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=230600](https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=230600).

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](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:230600)

Download the ESPD document here:

[[[https://www.mytenders.co.uk/ESPD/ESPD\\_Download.aspx?id=230600](https://www.mytenders.co.uk/ESPD/ESPD_Download.aspx?id=230600)]]

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Public Procurement Review Service

Cabinet Office



London

Email

[publicprocurementreview@cabinetoffice.gov.uk](mailto: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>