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Tender

Cloud Based Case Management System

Gambling Commission

F02: Contract notice

Notice identifier: 2023/S 000-031928

Procurement identifier (OCID): ocds-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

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
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
Country

NUTS code

United Kingdom

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

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

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

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

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.

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.

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]]

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London
Email
publicprocurementreview@cabinetoffice.gov.uk
Telephone
+44 3450103503
Country
United Kingdom

 $\underline{\text{https://www.gov.uk/government/publications/public-procurement-review-service-scope-} \\ \underline{\text{and-remit}}$

Internet address