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Contract

Dynamics Support, Development & System Integration

Social Care Wales

F03: Contract award notice

Notice identifier: 2023/S 000-032924

Procurement identifier (OCID): ocids-h6vhtk-041616

Published 7 November 2023, 1:13pm

Section I: Contracting authority

I.1) Name and addresses

Social Care Wales

South Gate House,

Cardiff

CF10 1EW

Email

Procurement@socialcare.wales

Country

United Kingdom

NUTS code

UKL - Wales

Internet address(es)

Main address

<http://www.socialcare.wales>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0289

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Other type

Welsh Government Sponsored Body

I.5) Main activity

Social protection

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Dynamics Support, Development & System Integration

II.1.2) Main CPV code

- 72600000 - Computer support and consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Social Care Wales are seeking to appoint a suitably skilled supplier or consortium to provide maintenance (and BAU support), 3rd tier support and integrated system development. Within the proposed service scope Social Care Wales identify the following sub-services: Dynamics 365 (Carreg) & Marketing, Analytics & Reporting, API Integration, Single Sign On (B2C) and Machine Learning / AI. Please see ITT for full

specification.

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
- 48781000 - System management software package
- 48600000 - Database and operating software package
- 48610000 - Database systems
- 48611000 - Database software package
- 48612000 - Database-management system
- 72212600 - Database and operating software development services
- 72212610 - Database software development services
- 72320000 - Database services
- 72321000 - Added-value database services
- 72610000 - Computer support services
- 72611000 - Technical computer support services
- 35710000 - Command, control, communication and computer systems
- 48900000 - Miscellaneous software package and computer systems
- 72212900 - Miscellaneous software development services and computer systems
- 72514200 - Facilities management services for computer systems development
- 72514300 - Facilities management services for computer systems maintenance

II.2.3) Place of performance

NUTS codes

- UKL22 - Cardiff and Vale of Glamorgan

II.2.4) Description of the procurement

A dynamics 3rd tier support?, database development, system integration and maintenance (BAU support)? contract opportunity.

The project will be carried out by open tender with an award date of February 2024, and go live date of April 2024. The full timetable for the project is contained in the contract notice.

There is an estimated budget of GBP 2,400,000 (inclusive of any applicable VAT) agreed for this tender across the full contract term. (6 years).

Please see the attached contract notice for further information and detail of the procurement process and Social Care Wales.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90

Cost criterion - Name: Price / Weighting: 10

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 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: [2023/S 000-032782](#)

Section V. Award of contract

Contract No

N/a

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

(WA Ref:136224)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

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+44 2079477501

Country

United Kingdom