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Tender

## **ID 5218836 - TEO - VVSNI - Support, Maintenance and Development of the Victims and Survivors Service Management Information System**

Victims and Survivors Service

F02: Contract notice

Notice identifier: 2024/S 000-035023

Procurement identifier (OCID): ocds-h6vhtk-04b23f

Published 29 October 2024, 1:58pm

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

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

Victims and Survivors Service

1st Floor, Seatem House, 28-32 Alfred St

BELFAST

BT2 8EN

#### **Contact**

SSDAdmin.CPDfinance-ni.gov.uk

#### **Email**

[SSDAdmin@CPDfinance-ni.gov.uk](mailto:SSDAdmin@CPDfinance-ni.gov.uk)

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**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://etendersni.gov.uk/epps>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etendersni.gov.uk/epps>

Tenders or requests to participate must be submitted to the above-mentioned address

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://etendersni.gov.uk/epps>

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

Body governed by public law

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

ID 5218836 - TEO - VVSNI - Support, Maintenance and Development of the Victims and Survivors Service Management Information System

#### **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 Victims and Survivors Service (VSS) delivers support and services to improve the health and wellbeing of victims and survivors. VSS deliver funding and support on behalf of The Executive Office and provide help and assistance to the Victims, Survivors and those impacted by Troubles, Conflict, Historical Institutional Abuse and Mother and Baby Institutions, Magdalene Laundries and Workhouses. VSS are seeking a supplier for the provision of Support, Maintenance and Development of the Victim Information Management (VIM) System, a bespoke MS Dynamics-based CRM system. This system was implemented in 2017 and currently runs on Microsoft Dynamics 365 Version 2104 (9.1.24.11) (DB 9.1.24.11) on-premises. The Supplier is required to provide a fully managed (end to end) Support Service. This will include all aspects of support and maintenance as well as changes to, and enhancements of, all aspects of the Service

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

Value excluding VAT: £151,667

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

This contract is divided into lots: No

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

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

- 72400000 - Internet services
- 72500000 - Computer-related services
- 72212780 - System, storage and content management software development services
- 72212783 - Content management software development services
- 48000000 - Software package and information systems
- 48600000 - Database and operating software package
- 48800000 - Information systems and servers
- 48780000 - System, storage and content management software package
- 72222300 - Information technology services
- 72212731 - File security software development services
- 72212732 - Data security software development services
- 72700000 - Computer network services

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

NUTS codes

- UKN - Northern Ireland

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

The Victims and Survivors Service (VSS) delivers support and services to improve the health and wellbeing of victims and survivors. VSS deliver funding and support on behalf of The Executive Office and provide help and assistance to the Victims, Survivors and those impacted by Troubles, Conflict, Historical Institutional Abuse and Mother and Baby Institutions, Magdalene Laundries and Workhouses. VSS are seeking a supplier for the provision of Support, Maintenance and Development of the Victim Information Management (VIM) System, a bespoke MS Dynamics-based CRM system. This system was implemented in 2017 and currently runs on Microsoft Dynamics 365 Version 2104 (9.1.24.11) (DB 9.1.24.11) on-premises. The Supplier is required to provide a fully managed (end to end) Support Service. This will include all aspects of support and maintenance as well as changes to, and enhancements of, all aspects of the Service

### **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: £151,667

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

This Contract is for an initial period of 2 years with 3 optional extension periods of up to 1 year each

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

This Contract is for an initial period of 2 years with 3 optional extension periods of up to 1 year each

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2.14) Additional information**

The figure indicated in Section II 1.5 represents an estimated contract value. This value reflects the potential scale of the contract and takes into account potential optional extension periods and the uptake of potential optional services as detailed in the tender documents. This figure does not however take into account the application of indexation or increases to charges due to increases in the Real Living Wage. Neither CPD nor the Authority can provide any guarantee as to the level of business under this contract. The

Contracting Authority does not bind itself to accept the lowest or any tender. Economic Operators remain responsible for all costs and expenses incurred by them or by any third party acting under instructions from the Economic Operator in connection with taking part in this procurement process regardless of whether such costs arise as a consequence, directly or indirectly of any amendments made to the procurement documents by the Contracting Authority at any time. No legally binding contract shall arise (and an Economic Operator shall have no legitimate expectation that a contract will be entered into) until such time as entry into the Contract has been confirmed by the Contracting Authority. Economic Operators should note that all dates, time periods and figures in relation to values and volumes specified in this notice and the procurement documents are approximate only and the Contracting Authority reserves the right to change any or all of them.

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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: Yes

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

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

Date

28 November 2024

Local time

3:00pm

#### **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**

Tender must be valid until: 26 February 2025

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

Date

28 November 2024

Local time

3:30pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.3) Additional information**

Contract Monitoring. Contract monitoring: the successful contractor's performance on the contract will be regularly monitored... Contractors not delivering on contract requirements is a serious matter. It means the public purse is not getting what it is paying for. If a contractor fails to reach satisfactory levels of contract performance they will be given a specified time to improve. If, after the specified time, they still fail to reach satisfactory levels of contract performance, the matter will be escalated to senior management in construction and procurement delivery (CPD) for further action. If this occurs and their performance still does not improve to satisfactory levels within the specified period, this may be considered grounds for termination of the contract at your expense as provided for in the Conditions of Contract. In lieu of termination, CPD may issue a Notice of Written Warning or a Notice of Unsatisfactory Performance.. A supplier in receipt of multiple Notices of Written Warning or a Notice of Unsatisfactory Performance may, in accordance with The Public Contracts Regulations 2015 (as amended), be excluded from future public procurement competitions for a period of up to three years. The Authority expressly reserves the rights: (I). not to award any contract as a result of the procurement process commenced by publication of this notice; (II). to make whatever changes it may see fit to the content and structure of the tendering Competition; (III). to award (a). contract(s) in respect of any part(s) of the [services] covered by this notice; and (IV). to award contract(s) in stages and in no circumstances. will the Authority be liable for any costs incurred by candidates

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

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

The UK does not have any such bodies with responsibility for appeal/mediation procedures. Instead; any challenges are dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of the PCR 2015 as amended.

Belfast

Country

United Kingdom



