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Contract

## **HR Case & Call Management (CCM) System**

City of Bradford Metropolitan District Council

F03: Contract award notice

Notice identifier: 2022/S 000-035562

Procurement identifier (OCID): ocds-h6vhtk-0347c6

Published 15 December 2022, 4:24pm

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

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

City of Bradford Metropolitan District Council

Britannia House, Hall Ings

Bradford

BD1 1HX

#### **Contact**

Nita Patel

#### **Email**

[nita.patel@bradford.gov.uk](mailto:nita.patel@bradford.gov.uk)

#### **Telephone**

+44 01274432752

#### **Country**

United Kingdom

**Region code**

UKE41 - Bradford

**National registration number**

180808262

**Internet address(es)**

Main address

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

Buyer's address

<https://yortender.eu-supply.com/ctm/Company/CompanyInformation/Index/103277>

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

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

HR Case & Call Management (CCM) 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**

City of Bradford Metropolitan District Council (the Council) is seeking to appoint a suitably experienced and qualified Provider (the Provider) to deliver a Case Management System (CMS) to the specification described in this tender.

The Council wishes to procure a cloud based electronic CMS that will have the functionality and flexibility of user access and storage to support a new HR Adviser team of 10 professionals; case activity across a headcount of 15,000 employees and a knowledge portal that can store all the Council's HR policies and procedures, offer unlimited access from all employees and have the flexibility to be continuously updated.

The proposed contract will be for an initial duration of three (3) years with a possible two (2) twelve (12) month extensions. The Council reserves the right to amend the scope of the support requirement for the extension period.

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £295,800

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

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKE41 - Bradford

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

City of Bradford Metropolitan District Council (the Council) is seeking to appoint a suitably experienced and qualified Provider (the Provider) to deliver a Case Management System (CMS) to the specification described in this tender.

The Council wishes to procure a cloud based electronic CMS that will have the functionality and flexibility of user access and storage to support a new HR Adviser team of 10 professionals; case activity across a headcount of 15,000 employees and a knowledge portal that can store all the Council's HR policies and procedures, offer unlimited access from all employees and have the flexibility to be continuously updated.

The proposed contract will be for an initial duration of three (3) years with a possible two (2) twelve (12) month extensions. The Council reserves the right to amend the scope of the support requirement for the extension period.

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

Quality criterion - Name: Social / Weighting: 10%

Quality criterion - Name: Quality / Weighting: 50%

Price - Weighting: 40%

### **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

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

Contract has been awarded for a 3 year term + 2 x 12 month extension options @ £98,600 per year

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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.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-016673](#)

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## **Section V. Award of contract**

### **Contract No**

1

### **Title**

HR Case & Call Management (CCM) System

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

15 December 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

AdviserPlus Business Solutions Ltd

Pioneer House, Pioneer Business Park, North Road

Ellesmere Port

CH65 1AD

Email

[salesupport@adviserplus.com](mailto:salesupport@adviserplus.com)

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £200,000

Total value of the contract/lot: £295,800

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## **Section VI. Complementary information**

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

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

City of Bradford Metropolitan District Council

1st Floor, Britannia House, Hall Ings

Bradford

BD1 1HX

Country

United Kingdom

Internet address

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