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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

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

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

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](#)

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

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

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/>