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Planning

## ICO Case Management Capability - PME

Information Commissioner's Office

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-066972

Procurement identifier (OCID): ocds-h6vhtk-05d06a

Published 21 October 2025, 10:05am

### Scope

### Reference

2025ICO00425

### Description

The Information Commissioner's Office (ICO) is embarking on an ambitious transformation of the regulatory technology that underpins our case management capability. At the heart of this initiative is the adoption of Dynamics 365 as a best-in-class modular platform.

Prior to commencing formal procurement, we are engaging the market to:

- Refine and validate our understanding of the broader opportunity, to demonstrate best practice in the application of new technology whilst maintaining public trust
- Shape our requirements, drawing on sector best practices and supplier expertise to deliver a solution that goes beyond traditional case management

- Gain insight into indicative costs, delivery timelines, and the organisational conditions we would need to enable for success.
- Leverage supplier experience in delivering modular, scalable technology solutions for similar organisations.
- Explore whether and how the partner role could be phased, beginning with strategic advisory and progressing through design, delivery, and implementation, subject to business case approval.

By seeking supplier engagement at this early stage, we aim to draw on market insights to inform and refine our future requirements. This approach is intended to support a fair, competitive, and effective future selection process, ensuring we identify the right partner to help us transform our regulatory operations using Dynamics 365.

Full details of the PME opportunity are available via Delta eSourcing: <https://www.delta-esourcing.com/respond/7J4PX9EY8N>. Please copy this URL into your web browser to gain access. If you do not have a Delta account, it is quick to setup. For any technical queries regarding the Delta eSourcing Portal please contact Delta at [helpdesk@delta-esourcing.com](mailto:helpdesk@delta-esourcing.com), or via telephone on 0800 923 9236.

To assist the ICO to develop its proposed service requirements, we would appreciate responses from interested potential providers to our questionnaire.

Responses to the questionnaire should be submitted by 13:00 GMT on 11/11/2025 via Delta eSourcing: <https://www.delta-esourcing.com/respond/7J4PX9EY8N>

To promote constructive discussion, we will be holding a webinar on 18th November 2025 at 14:00. In addition, suppliers are invited to book a one to one feedback session for 30 minutes which will be running over 3 days; 25th, 26th, or 27th November 2025. Each organisation may reserve a single slot on any of these dates to offer their input and raise any queries. Please note the 30 minute appointments will be allocated on a first come, first served basis.

More specific engagement details are specified further in this notice.

The value stated in connection with this PME is a speculative value at this stage, and bares no commitment.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Wilmslow:-Software-package-and-information-systems./7J4PX9EY8N>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/7J4PX9EY8N>

### **Total value (estimated)**

- £1,000,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 April 2026 to 3 April 2028
- Possible extension to 2 April 2029
- 3 years, 2 days

### **Main procurement category**

Services

### **CPV classifications**

- 48000000 - Software package and information systems
- 72200000 - Software programming and consultancy services
- 72250000 - System and support services
- 72510000 - Computer-related management services

### **Contract locations**

- UKD - North West (England)

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## Engagement

### Engagement deadline

11 November 2025

### Engagement process description

Responses are requested to a questionnaire which is available in the Delta eSourcing Platform together with a broader description of the request.

Submission closing date is: 13:00 GMT on 11/11/2025 via Delta eSourcing: <https://www.delta-esourcing.com/respond/7J4PX9EY8N>. Please copy and paste this URL into your browser. For any technical queries regarding the Delta eSourcing Portal please contact Delta at [helpdesk@delta-esourcing.com](mailto:helpdesk@delta-esourcing.com), or via telephone on 0800 923 9236.

Within Delta, a questionnaire submission document has been provided in the documents section for you to pickup, complete and submit on the Delta eSourcing platform only.

To promote constructive discussion, we will be holding a webinar on the 18th November 2025 at 14:00. You will need to register for this via the questionnaire submission document. There is a separate section for you to indicate your request to join the webinar.

In addition, suppliers are invited to book a 30 minute one-to-one session which will be running over 3 consecutive days on the 25th, 26th, or 27th November 2025.

Each organisation may reserve a single 30minute slot on any of these dates to offer their input and raise any queries following the webinar. Please note that appointments will be allocated on a first come, first served basis. You can indicate your interest via the questionnaire submission or, after the webinar has taken place, you have the opportunity to request a one-to-one via Delta eSourcing messaging service but, you must register for one by 13:00 on 14th November 2025.

**TIMELINE:**

## ActivityDate & TimeAccess

Questionnaire publication - Tuesday 21 October 2025 - Via Delta eSourcing (link above)

Questionnaire closing date for submission & webinar registration - Tuesday 11th November 2025 at 13:00 hours - submit Via Delta eSourcing (link above)

Webinar - Tuesday 18th November 2025 – 2pm – 3pm - On teams, link will be shared with those that register via the questionnaire submission in Delta.

Request one-to-one slots via Delta messages By 13:00 on Friday 14th November.

Supplier one-to-one discussion sessions will be held on the following dates:

Each slot will be 30 minutes long

- Tuesday 25th November
- Wednesday 26th November
- Thursday 27th November only. Teams link will be shared with organisations that register their interest by 13:00 Friday 14th November

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## Contracting authority

### Information Commissioner's Office

- Public Procurement Organisation Number: PMHV-2549-HZYJ

Wycliffe House, Water Lane

Wilmslow

SK9 5AF

United Kingdom

Email: [procurement@ico.org.uk](mailto:procurement@ico.org.uk)

Region: UKD62 - Cheshire East

Organisation type: Public authority - sub-central government