

**United Kingdom-London: Software package and information systems**

OJ S 233/2019 03/12/2019

Contract notice

Supplies

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Financial Ombudsman Service

Postal address: Exchange Tower, Harbour Exchange Square,

Town: London

NUTS code: UKI London

Postal code: E14 9SR

Country: United Kingdom

E-mail: [procurement.enquiries@financial-ombudsman.org.uk](mailto:procurement.enquiries@financial-ombudsman.org.uk)

Telephone: +44 2032229656

**Internet address(es):**Main address: <https://www.financial-ombudsman.org.uk/>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://procurement.financial-ombudsman.org.uk/web/login.html>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://procurement.financial-ombudsman.org.uk/web/login.html>

Tenders or requests to participate must be submitted to the abovementioned address

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

Body governed by public law

**I.5. Main activity**

Economic and financial affairs

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Procurement and Implementation of a Data Quality Tool

Reference number: ten\_416

**II.1.2. Main CPV code**

48000000 Software package and information systems

**II.1.3. Type of contract**

Supplies

**II.1.4. Short description**

The Financial Ombudsman Service is looking for a supplier who can provide and successfully implement a data quality tool.

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

Value excluding VAT: 750 000,00 GBP

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

This contract is divided into lots: no

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

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

48422000 Software package suites, 48613000 Electronic data management (EDM)

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

NUTS code: UKI London

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

The Financial Ombudsman Service is looking to award a 3-year contract with the option to extend for a further 2 years in annual increments. For the procurement, implementation and maintenance of a data quality solution (tool). The solution must have the following functionality (but not limited to):

- (a) profile data which is the examination and analysis of data;
- (b) discover, quantify and prioritise data quality issues;
- (c) identify duplicate records;
- (d) cleanse, enhance and validate data;
- (e) monitor data quality across all the Ombudsman's systems;
- (f) report on the quality of data through dashboards, operational alerts and data quality reports;
- (g) manage a data glossary, data lineage and data models (solution dependent);
- (h) undertake data governance functions such as ensuring the availability, usability, integrity and security of the data to be effective.

On-going maintenance throughout the term of the contract will include annual licensing and all relevant system and technical support.

#### **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: 750 000,00 GBP

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

A 3-year contract with the option to extend for a further 2 years in annual increments.

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

Variants will be accepted: no

#### **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**

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions for participation**

#### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2. Conditions related to the contract**

#### **III.2.2. Contract performance conditions**

As stated within the draft terms and conditions as issued with the procurement documents.

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Open procedure

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

#### **IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

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

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

Date: 10/01/2020 Local time: 12:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **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**

Duration in months: 12 (from the date stated for receipt of tender)

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

Date: 10/01/2020 Local time: 16:00

Place:

Exchange Tower, Harbour Exchange Square, South Quay, London, E14 9GE.

Information about authorised persons and opening procedure: Procurement staff.

## **Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Financial Ombudsman Service

Town: London

Postal code: E14 9GE

Country: United Kingdom

**VI.5. Date of dispatch of this notice**

29/11/2019