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Contract

## **Services and Support for Grosvenor Systems Propman Property Management System**

Crown Estate Scotland

F03: Contract award notice

Notice identifier: 2021/S 000-000325

Procurement identifier (OCID): ocds-h6vhtk-02888b

Published 8 January 2021, 9:24am

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

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

Crown Estate Scotland

6 Bell's Brae

Edinburgh

EH4 3BJ

#### **Contact**

Procurement Manager

#### **Email**

[maurice.mcteague@crownestatescotland.com](mailto:maurice.mcteague@crownestatescotland.com)

#### **Telephone**

+44 1314607657

#### **Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<http://crownestatescotland.com/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA29444](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA29444)

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

Other type

Public Corporation

**I.5) Main activity**

Other activity

Property

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## **Section II: Object**

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

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

Services and Support for Grosvenor Systems Propman Property Management System

Reference number

CES\2020\1001

#### **II.1.2) Main CPV code**

- 72261000 - Software support services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

This is a voluntary ex ante transparency (VEAT) notice. Crown Estate Scotland has awarded a contract to Grosvenor Systems to supply software support to their existing Propman Property Management System which has been used by current property management agents on our behalf and has been transferred to Crown Estate Scotland.

This is to ensure continuous operation of the property management system during insourcing of the system and deployment across our network of property management agents following conclusion of a separate tender exercise. It is a business critical system and licenses and associated services are only available from the stated supplier.

#### **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: £211,621

## **II.2) Description**

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

- 72261000 - Software support services

- 72260000 - Software-related services
- 72263000 - Software implementation services
- 72267000 - Software maintenance and repair services

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

NUTS codes

- UKM - SCOTLAND

Main site or place of performance

Edinburgh

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

Crown Estate Scotland operates an outsourced business model for a significant part of its property management functions across its rural, coastal, urban/built development, minerals and mines royal and some of its marine, energy and infrastructure activities. Currently we have a series of contracts in place with firms of Managing Agents (MA's) with specialist property management skills, capacity and experience all of which are due to end in March 2021. These are being replaced as part of a separate procurement exercise. Current Managing Agents maintain Property Management data on our behalf on PMS systems including Grosvenor Systems Propman. Crown Estate Scotland is in the process of bringing control and responsibility for property management systems and our property data assets in-house.

This is a voluntary ex ante transparency (VEAT) notice. Crown Estate Scotland has awarded a contract to Grosvenor Systems to supply software support to their existing Propman Property Management System which has been used by a current property management agent on our behalf and has been transferred to Crown Estate Scotland.

This is to ensure continuous operation of the property management system during insourcing of the system and data and deployment across our existing network of property management agents and (following conclusion of a separate procurement exercise) for future Management Agent services. This is a business-critical system available only from the stated supplier.

Grosvenor Systems own the IPR and licensing rights in the software. The required licenses and support to operate the system can only be provided by Grosvenor Systems for technical reasons. During the term of the contract and any extensions, Crown Estate Scotland will investigate alternative systems to support the Property Management requirements.

Migration to a new system at this point involves significant time and resource and requires alignment with longer-term property management system development planning and funding during a period of uncertainty specific to other ongoing procurements.

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

Quality criterion - Name: Skills and Experience / Weighting: 25

Price - Weighting: 75

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

Options: Yes

Description of options

The contract will be awarded initially for 24 months with the option to extend for up to a further 12 months in increments of 6 months. The requirement will be reviewed each year to ensure this is still the most appropriate route to market and in line with strategic digital plans.

#### **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**

Grosvenor Systems owns the IPR and licensing rights in the software. The required licenses and support to run the software package can only be provided by Grosvenor Systems for technical reasons. Crown Estate Scotland will during the term of the contract investigate alternative systems to support the Property Management requirements.

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## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Grosvenor Systems owns the IPR and licensing rights in the software. The required licenses and support to run the software package can only be provided by Grosvenor Systems for technical reasons. Crown Estate Scotland will during the term of the contract investigate alternative systems to support the Property Management requirements.

#### 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: [2020/S 204-497658](#)

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## Section V. Award of contract

### Contract No

CES\2020\1001A

A contract/lot is awarded: Yes

### V.2) Award of contract

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

23 November 2020

#### V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

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

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

Grosvenor Systems

Unit A, 7 Leathermarket Street

London

SE1 3FB

Email

[matthew.smith@grosvenorsystems.com](mailto:matthew.smith@grosvenorsystems.com)

Telephone

+44 2073788358

Country

United Kingdom

NUTS code

- UKI - LONDON

The contractor is an SME

Yes

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

Total value of the contract/lot: £211,621

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## **Section VI. Complementary information**

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

(SC Ref:640252)

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

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

Edinburgh Sheriff Court

Sheriff Court House, 27 Chambers Street

Edinburgh

EH1 1LB

Telephone

+44 1312252525

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/the-courts/court-locations/edinburgh-sheriff-court-and-justice-of-the-peace-court>