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Tender

Replacement Property Management System for Crown Estate Scotland

Crown Estate Scotland

F02: Contract notice

Notice identifier: 2023/S 000-000378

Procurement identifier (OCID): ocds-h6vhtk-039582

Published 6 January 2023, 12:18pm

Section I: Contracting authority

I.1) Name and addresses

Crown Estate Scotland

Quartermile Two, 2nd Floor, 2 Lister Square

Edinburgh

EH3 9GL

Contact

Maurice McTeague

Email

maurice.mcteague@crownestatescotland.com

Telephone

+44 1314607657

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://crownstatescotland.com/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA29444

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

I.4) Type of the contracting authority

Other type

Public Corporation

I.5) Main activity

Other activity

Property

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Replacement Property Management System for Crown Estate Scotland

Reference number

CES-2023-01-06

II.1.2) Main CPV code

- 72263000 - Software implementation services

II.1.3) Type of contract

Services

II.1.4) Short description

Crown Estate Scotland currently use Grosvenor Systems Propman as their PROPERTY MANAGEMENT SYSTEM. The current contract with Grosvenor Systems will end in November 2024. This tender is to provide Crown Estate Scotland with a working PROPERTY MANAGEMENT SYSTEM and associated services in line with our documented requirements and user stories. To retain all current and historical data (including transactional data) from the current Propman system. To project manage any migration and configuration work as well as support and maintain the system for the duration of its use.

II.1.5) Estimated total value

Value excluding VAT: £1,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72261000 - Software support services
- 48000000 - Software package and information systems
- 48100000 - Industry specific software package
- 48170000 - Compliance software package
- 48219300 - Administration software package
- 48420000 - Facilities management software package and software package suite

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

The Successful Supplier will project manage all activities to make the PROPERTY MANAGEMENT SYSTEM go live under the new contract.

CES to perform data conversions with supplier providing significant guidance & support, performing the import of the data with us, and assisting with any debugging.

Supplier will provide initial super user training to 23 key staff within Crown Estate Scotland and third parties. There will be up to 2 users for each of 6 managing agents, 11 people across 5 internal business teams. Sessions to be recorded and each session to be delivered twice to allow scheduling. SUPER USERS will train their teams.

Supplier to provide guidance to SUPER USERS during the initial 12-month post go-live. This will be via:

- Attending a monthly up to 2-hour Microsoft Teams meeting for Q&A, idea sharing and ad-hoc top up training; and
- Email queries on areas where training was not clear, is an infrequently used area, or training did not cover.
- Supplier will be responsible for applying all software updates to the PROPERTY MANAGEMENT SOFTWARE for the duration of the contract. This will include both security and software updates.

Should the supplier replace the system with a new product they will be responsible for migrating us to the new product at an agreed time unless Crown Estate Scotland opt to terminate the contract.

Solution to deliver at least one PRODUCTION SYSTEM and one TEST SYSTEM with the ability for CES to sync data from PRODUCTION SYSTEM to the TEST SYSTEM throughout the life of the contract. The supplier may split the functions of the TEST SYSTEM.

The PROPERTY MANAGEMENT SYSTEM should meet all requirements laid out in the high-level requirements document and at least all the mandatory user stories in the User Stories document.

At the end of the contract, we need all data in the PRODUCTION SYSTEM provided to us in industry standard formats. Multiple exports will be required prior to the final cutover export. General expectations are:

- Database records to be provided in CSV format
- Files to be provided as separate files with unique names along with CSV index file(s) that links the files to database records they relate to.

At the earliest opportunity the supplier will provide Crown Estate Scotland, and it's Managing agents, a PROOF OF CONCEPT BUILD of the system. This should take less than 25% of the initial setup resource and provide sufficient data for testing and training.

There will be two stage gates within the project

Stage gate 1: Proof of Concept

Stage gate 2: Proof of Fulfilment

Both stage gates are formal milestones with a formal review date. However, should CES have good reason to believe that a Stage gate will fail prior to the review date it may initiate an earlier pre-emptive review. If the supplier cannot satisfy CES that the Stage gate will not fail CES reserves the right, at its sole discretion, to terminate the contract prior to the planned formal review date.

Should a supplier fail to pass a stage gate then CES will temporarily renew with the current provider and reserve the right to cancel and re-procure.

II.2.5) Award criteria

Quality criterion - Name: Business impact measured over the life of the contract (10

years) / Weighting: 10

Quality criterion - Name: Quality of service provision and on-going support - Evidence of historical delivery / Weighting: 15

Quality criterion - Name: Quality of service provision and on-going support - Plan for our implementation / Weighting: 15

Quality criterion - Name: Technical quality of solution - Usability/User Experience / Weighting: 15

Quality criterion - Name: Technical quality of solution - Capabilities of the system / Weighting: 15

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £1,000,000

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

Duration in months

79

This contract is subject to renewal

Yes

Description of renewals

The initial contract will be for 19 months prior to go-live (to build, configure test and train users) and then 5 years from go-live. This contract may be extended for up to 5 further years on an annual basis. Extensions will be mutually agreed 24 months prior to the end of the contract (not automatic) and awarded on the same terms as the original contract.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The initial contract will be for 19 months prior to go-live (to build, configure test and train users) and then 5 years from go-live. This contract may be extended for up to 5 further years on an annual basis. Extensions will be mutually agreed 24 months prior to the end of the contract (not automatic) and awarded on the same terms as the original contract.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Refer to ITT

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

Refer to ITT

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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 022-190739](#)

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

Date

13 February 2023

Local time

12:00pm

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: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

13 February 2023

Local time

12:00pm

Section VI. Complementary information

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

Crown Estate Scotland ICT Terms and Conditions (included) will apply to this purchase. These are substantially the Scottish Government model terms for ICT and have been widely consulted on by Scottish Government therefore we do not anticipate any significant concerns by bidders to these. However, if there is any specific clause in sections A-G or any details in the schedules that causes concern this must be raised as an open question (via Public Contracts Scotland portal) during the bidding process so that this will be visible and available to all bidders.

Amendments to clauses requested as part of the bid submission or after the bid is submitted (except where currently highlighted in yellow) will not be acceptable. Details from the bid such as pricing will be added to the counterparts' schedules as appropriate. While details from the bid may be added, to provide clarity and specifics, no material changes to what is being asked for in these model terms may be made.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=718222.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Refer to related policies document

(SC Ref:718222)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=718222

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>