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Tender

OutSystems Services - Dynamic Purchasing System

Social Security Scotland

F02: Contract notice

Notice identifier: 2023/S 000-001772

Procurement identifier (OCID): ocds-h6vhtk-037cb2

Published 20 January 2023, 8:48am

Section I: Contracting authority

I.1) Name and addresses

Social Security Scotland

3rd Floor, Agnes Husband House, 17 South Union Street

Dundee

DD1 4BF

Contact

Megan McLuskey

Email

megan.mcluskey@socialsecurity.gov.scot

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<https://www.socialsecurity.gov.scot/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30345

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

OutSystems Services - Dynamic Purchasing 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

The Authority has established a Dynamic Purchasing System (DPS) for Outsystems Services including Support, Maintenance, Application Development, Client-Side Support and Continuous Improvement.

The DPS is split into two (2) lots:

Lot 1 - Projects

Lot 2 - Digital Resources

No form of volume guarantee has been granted by the Authority. The Authority shall not be bound to order any of the services referred to within each lot description. The DPS will be open to entrants throughout its life who meet the minimum criteria.

Suppliers should note that the Authority may incorporate a preferred bidder stage in their invitation to tender process to allow them to carry out appropriate due diligence on the preferred supplier.

The Authority will have the right to request evidence that entry criteria is still valid at any point during the life of the Dynamic Purchasing System with evidence to be provided via an updated SPD to the Authority within 5 working days of request being issued.

There will be an ongoing requirement for suppliers to provide management information on call-off contracts awarded under this DPS.

Suppliers should be aware that there may be a requirement to indicate the names and professional qualifications of the staff assigned to performing the contract at any subsequent Call-Off

DPS call-offs may require the mandated payment of the Real Living Wage as a special contract condition, this will be determined on an individual call-off basis.

It is intended that the terms and conditions applicable to Call-Offs will be the Scottish Government ICT Model Services Contract. The Terms and Conditions will be refined for each applicable Call-Off.

Interested parties can apply for either or both lots. Interested parties do not need to meet all elements of the scope detailed within each lot to be awarded a place.

II.1.5) Estimated total value

Value excluding VAT: £8,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Projects

Lot No

1

II.2.2) Additional CPV code(s)

- 72267100 - Maintenance of information technology software
- 72267200 - Repair of information technology software
- 72223000 - Information technology requirements review services
- 72222300 - Information technology services
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

Project work to include Support, Maintenance, Application Development, Client-Side Support Services and Continuous Improvement on the Outsystems platform.

Suppliers must have at least 12 months experience delivering the types of services within this lot.

Provide details about the services you can provide under this lot including at least 2 case study examples from the last 3 years demonstrating experience of development and deployment of applications, client-side support, continuous improvement and or support and maintenance on OutSystems platform. Maximum 750 words per example.

Examples from public and/or private sector may be provided. Please try and be as clear and concise as possible. Do not include hyperlinks or embed files to this response and ensure acronyms are explained in full.

A copy of the case study evidence form can be found at section 4C.1.2 of the Single Procurement Document (SPD) Scotland within Public Contracts Scotland – Tender (PCS-T). The form should be downloaded, populated with relevant case study examples and uploaded.

Suppliers should be aware there is not a requirement to provide all services within this lot, applications can be submitted for discrete elements of the services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40% - 80%

Price - Weighting: 20% - 60%

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

This DPS is expected to run for a period of four years until January 2027. There are no time limit restrictions on a DPS and Social Security Scotland reserve the right to shorten, terminate or extend the operation of the DPS at any time

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 5

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) Description

II.2.1) Title

Digital Resources

Lot No

2

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services
- 72000000 - IT services: consulting, software development, Internet and support
- 72600000 - Computer support and consultancy services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

Resources for a specific output to support the following areas - Support, Maintenance, Application Development, Client Side Support and Continuous Improvement on the OutSystems platform.

The anticipated services and/or role profile include (but not limited to) the following:

Digital Specialists

Quality Assurance

Network Advice Specialists

Project/Programme Managers

UX/UI

Dev Ops

Business Analysts

User Researchers

Software Engineers

Data Analytical Specialists

Solutions Architect

Technical Architect

Security Architect

Testing Specialist

Pen Testing Specialists

Suppliers must have at least 12 months experience delivering the types of services within this lot.

Please provide details about the services you can provide under this lot including at least 2 relevant case study examples from the last 3 years. Maximum 350 words per example.

Provide evidence of experience in providing resources for a specific piece of work for development and deployment of applications and or support and maintenance on OutSystems Platform.

Examples from public and/or private sector may be provided. Please try and be as clear and concise as possible. Do not include hyperlinks or embed files to this response and ensure acronyms are explained in full.

A copy of the case study evidence form can be found at section 4C.1.2 of the Single Procurement Document (SPD) Scotland within Public Contracts Scotland – Tender (PCS-T). The form should be downloaded, populated with relevant case study examples and uploaded.

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Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

It is a requirement of this contract that suppliers hold, or can commit to obtain prior to the commencement of any subsequently awarded contract, the types and levels of insurance indicated below:

Employers Liability - minimum 5m (FIVE MILLION GBP)

Public Liability - minimum 2m (TWO MILLION GBP)

Professional Indemnity - minimum 1m (ONE MILLION GBP, we will accept cover in the aggregate)

The Authority will access a Dun & Bradstreet report for the supplier's organisation and use the information contained within it to assist with the assessment of the supplier's economic and financial standing.

Suppliers must achieve a D&B Failure Score of 20 or above

or

Suppliers must submit 2 Years Audited Accounts for assessment. Where 2 years of audited accounts cannot be provided suppliers should provide a Financial Assurance.

Please be advised that additional insurances may be requested through call-off requirements.

Suppliers from the UK will be required to provide their tax reference numbers: i.e Value

Added Tax registration number, PAYE collection reference and Corporation Tax or Self-Assessment reference, as applicable. Please enter this number in section 2A question 2A.2 of the SPD.

Overseas and non-UK suppliers will be required to submit a certificate of tax compliance obtained from the country in which they are a resident for tax purposes)

III.1.3) Technical and professional ability

List and brief description of selection criteria

It is a requirement of this DPS that suppliers must have previous experience with the OutSystems Platform as stated within section II.2) Description of this contract notice under Lot 1 Projects and Lot 2 Digital Resources.

The Authority will have the right to request evidence that entry criteria is still valid at any point during the life of the Dynamic Purchasing System with evidence to be provided via an updated SPD to the Authority within 5 working days of request being issued.

Bidders will be required to provide at least two different examples of your experience for each Lot that demonstrate that they have the relevant

experience to deliver the services within the Lot.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

The procurement involves the setting up of a dynamic purchasing system

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 000-030330](#)

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

Date

19 January 2027

Local time

12:00pm

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

19 January 2027

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: January 2027

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

Quality Management Procedures - The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent),

OR

The bidder must have the following:

A documented policy regarding quality management. The policy must set out responsibilities for quality management demonstrating that the bidder has, and continues to implement, a quality management policy that is authorised by their Chief Executive, or equivalent, which is periodically reviewed at a senior management level. The policy must be relevant to the nature and scale of the work to be undertaken and set out responsibilities for quality management throughout the organisation.

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Health and Safety - The bidder must hold a UKAS (or equivalent), accredited independent third-party certificate of compliance in accordance with ISO 45001 Occupational Health and Safety Management (or equivalent) or have, within the last 12 months, successfully met the assessment requirements of a construction-related scheme in registered membership of the Safety Schemes in Procurement (SSIP) forum.

OR

The bidder must have a regularly reviewed and documented policy for Health and Safety (H&S) management, endorsed by the Chief Executive Officer, or equivalent. The policy must be relevant to the nature and scale of the work and set out responsibilities for H&S management at all levels within the organisation. The policy must be relevant to the nature and scale of your operations and set out your company's responsibilities of health and safety management and compliance with legislation.

Note Organisations with fewer than five employees are not required by law to have a documented policy statement.

Environmental Management Systems/Standards Certificates - The Bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance with BS EN ISO 14001 (or equivalent) or a valid EMAS (or equivalent) certificate,

OR

The bidder must have the following:

An Environmental policy or statement outlining your organisations commitment to reducing its impact on the environment.

Cyber Security - It is mandatory that suppliers hold a suitable third-party Cyber Security accreditation e.g. Cyber Essentials, Cyber Essentials Plus, ISO 27001:2013, IASME Gold or are able to provide evidence of equivalency as part of their application. Failure to confirm that a suitable third-party accreditation is held will result in suppliers not gaining entry to the DPS.

The Contracting Authority does not intend to include a sub-contract clause as part of community benefits (as per Section 25 of the Procurement Reform (Scotland) Act 2014) in this contract for the following reason:

Requirements will be included in any subsequent call-off

The Contracting Authority does not intend to include any community benefit requirements in this contract for the following reason:

Requirements will be included at any subsequent call-off

(SC Ref:718867)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Sheriff Court House, 27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom