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Tender

## **Enterprise Service Management (ESM) Solution**

Scottish Police Authority

F02: Contract notice

Notice identifier: 2026/S 000-004024

Procurement identifier (OCID): ocds-h6vhtk-0607ed

Published 16 January 2026, 3:48pm

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

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

Scottish Police Authority

2 French Street, Dalmarnock

Glasgow

G40 4EH

#### **Email**

[procurementtenders@scotland.police.uk](mailto:procurementtenders@scotland.police.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKM - Scotland

#### **Internet address(es)**

Main address

<http://www.spa.police.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA19762](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA19762)

### **I.3) Communication**

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

[www.publictendersscotland.publiccontractsscotland.gov.uk](http://www.publictendersscotland.publiccontractsscotland.gov.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.publictendersscotland.publiccontractsscotland.gov.uk](http://www.publictendersscotland.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

[www.publictendersscotland.publiccontractsscotland.gov.uk](http://www.publictendersscotland.publiccontractsscotland.gov.uk)

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

Body governed by public law

### **I.5) Main activity**

Public order and safety

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## **Section II: Object**

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

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

Enterprise Service Management (ESM) Solution

Reference number

PROC-25-2988

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

- 48517000 - IT software package

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

Supplies

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

The Authority is seeking to implement and deliver a modern Enterprise Service Management (ESM) solution.

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

This contract is divided into lots: No

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

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

- 48517000 - IT software package

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

NUTS codes

- UKM - Scotland

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

The Authority is seeking to appoint a suitably experienced and competent Contractor to implement and deliver a modern Enterprise Service Management (ESM) solution.

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

Quality criterion - Name: Technical / Weighting: 60

Price - Weighting: 40

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

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

The duration of the contract will be for five (5) years with the option to extend the contract a further five (5) period of up to twelve months of each period at the sole discretion of the Authority.

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

Variants will be accepted: No

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

Options: Yes

Description of options

The duration of the contract will be for five (5) years with the option to extend the contract a further five (5) period of up to twelve months of each period at the sole discretion of the Authority.

### **II.2.13) Information about European Union Funds**

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

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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

SPD Question 4B5 Insurances

SPD Question 4B6 Financial Standing

Minimum level(s) of standards possibly required

- Employers Liability Insurance ("GBP"10 million any one occurrence)
- Public & Product Liability Insurance ("GBP"5 million any one occurrence)
- Professional Indemnity (inc Technology Errors & Omissions) Insurance ("GBP"5 million aggregate with option to reinstate)
- Cyber Security Liability Insurance ("GBP"10 million annual aggregate)
- Motor Insurance (if engineers etc attend at the Authority premises.)

The Authority will access a Credit safe report for a Tenderers organisation and use the information contained within to assist with the assessment of the Tenderer's economic and financial standing. Tenders are asked to provide their company number within the SPD to

allow the Authority to access a Credit Safe Report.

Within such reports, the risk of business failure is expressed as a score of 30 or below (high risk of business failure). In the event that a company is determined to have a risk failure rating of 30 and below i.e. that the company is considered to have a high risk of business failure, the submission will not be considered further.

If you are successful in the award of this contract and your risk failure rating falls below 30 then the SPA reserve the right to remove you from this contract. It is the Contractor's responsibility to ensure that the information held by Credit Safe is accurate and up to date.

For the avoidance of doubt, the SPA will request a report from Credit Safe following the closing date for the receipt of the Tenders to ensure that the most up to date information is used. Where you are not registered on credit safe e.g. charitable organisations or new

start companies/ Sole Traders with less than 3 years trading history, discretionary powers are available to the Director of Finance to consider

abbreviated accounts along with bankers references etc.

Tenderers should be aware that any outstanding County Court Judgements will have a detrimental effect on the rating held by Credit Safe and it is your responsibility to ensure that the information held by Credit Safe is accurate and up to date - failure to do so will result in rejection of your submission.

**IMPORTANT NOTE:** This requirement is not applicable to Sole Traders/ Charities. Sole Traders/ Charities may be required to provide a bankers reference if successful.

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

Date

18 February 2026

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

18 February 2026

Local time

12:00pm

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## **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**

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland - Tender (PCS-T) Web Site at [www.publictendersscotland.publiccontractsscotland.gov.uk](http://www.publictendersscotland.publiccontractsscotland.gov.uk)

It is anticipated that the Authority will upload the tender documentation to PCS-T on Monday 19th January 2026.

A user guide is available at [www.publictendersscotland.publiccontractsscotland.gov.uk](http://www.publictendersscotland.publiccontractsscotland.gov.uk)

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:

Contracting authorities have a legal and policy basis for incorporating community benefit requirements into their procurement process, these refer to public contracts, and will use Contracts to deliver wider social benefits such as:

- Targeted recruitment and training (providing employment and training opportunities/apprenticeships);



- SME and social enterprise development;
- Community engagement;

As part of the Technical Criteria, Tenders are required to provide an outline of all Community Benefits that can be offered in relation to the

Contract.

Please note any Community Benefits offered shall be monitored throughout the Contract period to ensure delivery

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 30974. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

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:

Contracting authorities have a legal and policy basis for incorporating community benefit requirements into their procurement process, these refer to public contracts, and will use Contracts to deliver wider social benefits such as:

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- SME and social enterprise development;
- Community engagement;

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(SC Ref:820696)

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

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

Glasgow Sheriff Court

Glasgow

Country

United Kingdom