

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007876-2023>

Tender

## **Provision of a Shared Alarm Receiving Centre (ARC) Technology Solution**

Scotland Excel

F02: Contract notice

Notice identifier: 2023/S 000-007876

Procurement identifier (OCID): ocds-h6vhtk-0311a9

Published 17 March 2023, 3:47pm

The closing date and time has been changed to:

**10 May 2023, 12:00pm**

See the [change notice](#).

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

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

Scotland Excel

Renfrewshire House, Cotton Street

Paisley

PA1 1AR

#### **Email**

[ICT@scotland-excel.org.uk](mailto:ICT@scotland-excel.org.uk)

#### **Telephone**

+44 1414888230

**Country**

United Kingdom

**NUTS code**

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

**Internet address(es)**

Main address

<http://www.scotland-excel.org.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA10383](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10383)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

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

<https://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

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

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

Body governed by public law

**I.5) Main activity**

General public services

---

## **Section II: Object**

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

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

Provision of a Shared Alarm Receiving Centre (ARC) Technology Solution

Reference number

04-22

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

- 72260000 - Software-related services

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

Services

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

The solution will provide a common platform to enable and simplify Councils' move to digital telecare and will provide for innovation and development during the Framework, as described in the Tender Documents.

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

Value excluding VAT: £15,000,000

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

This contract is divided into lots: No

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

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

- 48000000 - Software package and information systems
- 48900000 - Miscellaneous software package and computer systems
- 72000000 - IT services: consulting, software development, Internet and support
- 72268000 - Software supply services

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

NUTS codes

- UKM - Scotland

Main site or place of performance

Various locations throughout the geographical boundaries of participating Councils and associate members within Scotland

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

A multi-tenant cloud solution used in Alarm Receiving Centers, delivering the digital capability throughout Scotland as set out in the Tender Documents.

This Tender process is for participation in a Framework Contract for the provision of a Shared Alarm Receiving Centre (ARC) Technology Solution intended to meet the needs of Scotland Excel's member Councils and Associate Members to assist in the transition from analogue to digital telephony services.

In line with Regulation 72 of the Public Contracts (Scotland) Regulations 2015, Contract and Framework agreements may be modified without a new procurement procedure in accordance with this Part in some cases. Further details of the cases in this permitted can be found in the document "0422- Regulation 72", within the "Information & Instructions" folder in the "Buyer Attachments" area of the PCS-T project for this procurement.

This Framework Contract is intended to provide an efficient method of engaging a single Supplier for the provision of a Shared Alarm Receiving Centre (ARC) Technology Solution to Councils and aims to ensure that the Solution is delivered in a consistent and co-ordinated way across all of Scotland.

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

Quality criterion - Name: Technical / Weighting: 70

Cost criterion - Name: Commercial / Weighting: 30

### **II.2.6) Estimated value**

Value excluding VAT: £15,000,000

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

Duration in months

72

This contract is subject to renewal

No

#### **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 “72” months shown in II.2.7 is subject to an option exercisable at the sole discretion of Scotland Excel to terminate the contract at the end of the 4th year (as set out within the Procurement Documents).

#### **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**

Economic operators may be excluded from this competition if they are in any of the situations referred to in Regulation 58 of the Public Contracts (Scotland) Regulations 2015. Please see the Invitation to Tender contained on the PCS-Tender project relevant to this procurement and the other Procurement Documents for further information.

---

## **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

Not Applicable

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

Minimum level(s) of standards possibly required

##### **1. SPD (Scotland) Question 4B.5.1b and 4B.5.2 - INSURANCE REQUIREMENTS:**

It is a requirement of the contracts to be procured under the proposed framework agreement that tenderers hold, or can commit to obtain prior to the commencement of any subsequently awarded contract, the types and levels of insurance are indicated below:

Employers' Liability Insurance – statutory Five Million Pounds (5,000,000GBP) Sterling, each and every claim,

Public/Products Liability Insurance – Ten Million Pounds (10,000,000GBP) Sterling, each and every claim but in the aggregate for products; and

Professional Indemnity Insurance - Five Million Pounds (5,000,000GBP) Sterling, each and every claim, or, Ten Million Pounds (10,000,000GBP) Sterling in the annual aggregate. Scotland Excel understands that tenderers may wish to evidence the cover spread across multiple insurers, which would be acceptable.

Tenderers should note that an increased level of insurance may be required by a Council at the time of appointing a Contractor depending on its specific requirements.

##### **2. SPD Scotland) Question 4.B.6 - OTHER ECONOMIC AND FINANCIAL REQUIREMENTS:**

A search of the Tenderer against Equifax's Protect must not return a 'Warning' or 'Caution' returnable code or any neutral code, unless the Tenderer confirms that it can provide any other document which Scotland Excel considers appropriate to prove to Scotland Excel (acting within its permitted discretion under the applicable public procurement rules) that the Tenderer does / would not present an unmanageable risk should it be appointed on to the proposed Framework Agreement.

Equifax's Protect is a fraud indicator / credit risk search and analysis of five areas of threat in relation to a particular company: credit history; disqualification; validation and investigation bureau; connected data; and bureau information. It shall be a condition of the Contract that, if required by Scotland Excel, the appointed Contractor shall deliver a validly executed Parent Company Guarantee in the form set out in the tender documents.

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

Minimum level(s) of standards possibly required

The Tenderer must have the following:

#### **EXPERIENCE**

Tenderers will be required to provide examples that demonstrate that they have the relevant experience to delivering services of a similar scope and scale to those detailed in this specification.

#### **SUBCONTRACTING:**

Tenderers will be required to confirm whether they intend to subcontract and, if so, for what proportion of the contracts to be called-off under the proposed framework agreement.

If you intend to subcontract any share of the contract to third parties on whose capacity you do not rely to satisfy the selection criteria, you must secure that each subcontractor completes a separate SPD (Scotland) Response for all Parts of the SPD (Scotland) Qualification Envelope, except Part 4 (Selection criteria).

#### **QUALITY MANAGEMENT**

The tenderer **MUST HOLD** a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BSEN ISO 9001 (or equivalent).

OR

A documented policy regarding quality management. The policy must set out responsibilities for quality management demonstrating that the tenderer has and continues to implement a quality management policy that is authorized by their Chief Executive, or equivalent, and 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.

#### **HEALTH AND SAFETY PROCEDURES**

The tenderer MUST HOLD a UKAS (or equivalent), accredited independent third-party certificate of compliance in accordance with ISO 45001 (or equivalent) or have, within the last 12 months.

OR

The tenderer 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.

#### ENVIRONMENTAL MANAGEMENT STANDARDS

The Tenderer MUST HOLD a UKAS (or equivalent) accredited independent 3rd-party Certificate of compliance with BS EN ISO 14001 (or equivalent).

OR

A regularly reviewed documented policy regarding environmental management, authorised by the Chief Executive, or equivalent. This policy must include and describe the tenderer's environmental emergency response procedures, including the preparedness and response procedures for potential accidents and emergency response situations that give rise to significant environmental impacts.

#### INFORMATION SECURITY (IS)

The Tenderer MUST HOLD a UKAS (or equivalent) accredited independent 3rd-party certificate of compliance in accordance with BS EN ISO 27001 (or equivalent.), plus ISO 27002, ISO 27017 based on ISO/IEC 27002 for cloud services or equivalents, ISO 27018 and ISO 22301 or equivalent.

OR

A documented policy regarding information security. The policy must set out responsibilities for ensuring information security demonstrating that the tenderer has and continues to implement an information security policy that is authorised by their Chief Executive, or equivalent, and 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 information security throughout the organisation.

## CYBER SECURITY

The Tenderer will need to be successfully listed on the Digital Telecare Security Assessment Scheme or be able to evidence a similar level of security accreditation in line with the requirements of the scheme. Further information can be found within the procurement documents.

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

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

For full details of the conditions relevant to the proposed Framework Agreement and Call-offs (to the extent known or settled at this stage), please see the procurement documents (details of how to access these being set out in section "1.3 Communication") of this Contract Notice.

---

## **Section IV. Procedure**

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

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

Open procedure

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

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

In the case of framework agreements, provide justification for any duration exceeding 4 years:

This exceptional period reflects the subject matter of the contract. The exceptional timeframe of six years is to ensure security and stability for the benefit of the vulnerable end-user of the Solution. The framework period of six years has also factored in the impending switch-off of the analogue telephone system this is scheduled to be completed in the year 2025.

#### **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 000-002831](#)

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

Originally published as:

Date

21 April 2023

Local time

12:00pm

Changed to:

Date

10 May 2023

Local time

12:00pm

See the [change notice](#).

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

English

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

Date

21 April 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**

Tenderers must take care to comply with the requirements set out in the Tender Documents in accordance with the instructions given.

In particular, Tenderers should note the requirements set out in the Tender Documents as regards submission of a fully completed tender response. Amongst others, this includes the provision of a video demonstration as part of the tender response, and where exclusions may apply if information is not provided in the tender response.

Tenderers should note that a retrospective rebate will apply to this Framework. Further information is contained in the Tender Documents.

Tenderers will note the intention to establish a single supplier framework and to award a contract which may extend to a maximum of 6 years (see IV.1.3).

The terms and conditions permit variations during the life of the framework to enable innovation and development.

This Tender process is subject to the Law and Guidance applicable in Scotland relative to the award of public contracts including (without limitation) as set out in the Public Contracts (Scotland) Regulations 2015, most recently amended to reflect the European Union exit by the UK. Any prior version of the relevant Law and Guidance, or terminology related thereto, which appears in these Procurement Documents should therefore be interpreted and applied as currently in force.

Scotland Excel as a central purchasing body, may procure this framework on behalf of the following contracting authorities (and successor bodies):

- the 32 local authorities in Scotland listed at <http://www.scotland-excel.org.uk/home/aboutus/Ourmembers/Local-authorities.aspx>;

- Tayside Contracts;

- Scotland Excel associate members, listed at <http://www.scotland-excel.org.uk/home/Aboutus/Ourmembers/Associate-members.aspx> ,

- Any integration authority, or other bodies, established pursuant to the Public Bodies (Joint Working) (Scotland) Act 2014; and, Telecare Service Providers (as noted in the 04-22 Information and Instructions document).

The above is subject to each contracting authority entering into and maintaining a relevant membership agreement or other access

agreement with Scotland Excel.

Economic operators may be excluded from this competition if they are in any of the situations referred to in Regulation 58 of the Public Contracts (Scotland) Regulations 2015.

Subcontractors on whose capacity the Bidder does not rely: Scotland Excel will request the following information in the Single

Procurement Document (Scotland):

- whether the bidders intend to subcontract any share of the contract to a third party;
- list of the proposed subcontracts as far as it is known at that stage; and
- what proportion/percentage of the contract does the Tenderer intend to subcontract.

Please note that these subcontractors on whose capacity the Tenderer does not rely will be subject to the rules regarding Exclusion as set out immediately above.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 21642. 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:

As part of your response within the technical criteria, tenderers will be requested to confirm if they will offer community benefits for this framework.

(SC Ref:697205)

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

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

Court of Session

Edinburgh

EH1 1RQ

Country

United Kingdom

### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

An economic operator that suffers, or risks suffering, loss or damage attributable to a breach of duty under the Public Contracts (Scotland) Regulations 2015 (SSI 2015/446) (as amended) may bring proceedings in the Sheriff Court or the Court of Session.