

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/008280-2024>

Contract

## **How can technology help drive effective resource management for a multiskilled workforce to respond to changing demands?**

Scottish Government

F03: Contract award notice

Notice identifier: 2024/S 000-008280

Procurement identifier (OCID): ocds-h6vhtk-037d93

Published 14 March 2024, 4:59pm

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

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

Scottish Government

4 Atlantic Quay, 70 York St

Glasgow

G2 8EA

#### **Contact**

Leigh Syme

#### **Email**

[Leigh.Syme@gov.scot](mailto:Leigh.Syme@gov.scot)

#### **Telephone**

+44 1412420133

**Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.scotland.gov.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA10482](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482)

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

The contract is awarded by a central purchasing body

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

Regional or local Agency/Office

**I.5) Main activity**

General public services

---

## **Section II: Object**

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

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

How can technology help drive effective resource management for a multiskilled workforce to respond to changing demands?

#### **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 existing system to plan resources and predict how resources need to be allocated throughout the year involves manual entry and data is then static. Management reporting and analysis is also a manual task. In contrast, our workload, resource and deadlines change frequently. We often require people working across different teams and locations with shared resources to coordinate to meet deadlines as well as manage seasonal variation. The flexibility we need is not supported by the current system.

The ability to match the right resource; with the right skills; to meet changing tasks and deadlines; to the tasks is vitally important to our resource management requirements.

Please visit our website for information on CivTech and how to get involved:

<https://www.civtech.scot/civtech-8-challenge-4-effective-resource-management-for-a-multiskilled-workforce>

<https://www.civtech.scot/how-to-apply-civtech-8>

#### **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: £275,000

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

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

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 48450000 - Time accounting or human resources software package

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

NUTS codes

- UKM - Scotland

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

CivTech's mission is to drive daring and innovation in the public sector by collaboratively solving Challenges that make people's lives better – and in doing so create generations of sustainable, high growth businesses.

CivTech brings together public sector expertise and private sector innovation to solve real problems, develop new products, and deliver better, faster and easier services for everyone. Central to the approach is co-production with the citizen.

Part of the Scottish Government's Digital Directorate, CivTech's approach is helping transform public sector engagement with tech and innovation, delivering significant benefits to public services, producing genuine uplifts for the Scottish economy - and along the way, making lives better.

Across the country there are problems public sector organisations would like to solve and in the current environment the need for smart, efficient and effective products has never been greater. The Scottish Government is aware innovation is a good way to create them and is committed to ensuring a large part of its tech spend goes to smaller, innovative businesses. This is where CivTech comes in.

The CivTech Innovation Flow is designed to create products as quickly and effectively as possible, and uses a true Accelerator model at the heart of its Innovation Flow model. For you – whether you're an individual, team or company – it's an opportunity to take on a Challenge, solve it, and win contracts with a blue-chip public sector organisation. You'll build a product, and a business to take it as far as possible. Because here's the kicker: the Challenges we issue aren't 'single organisation' problems – most exist worldwide.

In short: Open Challenges are set. Any organisation, team or individual can respond. Applications are assessed, and shortlisted proposals go into an Exploration Stage where they're developed further [for which participating applicants are paid]. The best go through to the Accelerator – a period of intensive work to create the solution, and through CivTech's unique business workshop system, a business capable of taking the product to

the world.

Please visit our website for information on CivTech and how to get involved:

<https://www.civtech.scot/civtech-8-challenge-4-effective-resource-management-for-a-multiskilled-workforce>

<https://www.civtech.scot/how-to-apply-civtech-8>

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

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

#### **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

---

## **Section IV. Procedure**

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

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

Open procedure

Accelerated procedure

Justification:

Required due to tight timescales

#### **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 000-030636](#)

---

## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

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

13 July 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 7

Number of tenders received from SMEs: 6

Number of tenders received from tenderers from other EU Member States: 7

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

Number of tenders received by electronic means: 7

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

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

ITER IDEA SRL

Via Brigata Reggio, 24

Reggio Emilia

42124

Telephone

+39 3395851730

Country

Italy

NUTS code

- ITH53 - Reggio nell'Emilia

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £350,000

Total value of the contract/lot: £275,000

---

## **Section VI. Complementary information**

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

Suppliers must ensure they read all documentation assigned to this tender opportunity

(SC Ref:761120)

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

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

Edinburgh Sheriff Court

Edinburgh

EH1 1LB

Country

United Kingdom