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Tender

Provision of Online Payments, Cashless Catering, Kitchen Management and Nutritional Systems

Scotland Excel

F02: Contract notice

Notice identifier: 2021/S 000-013737

Procurement identifier (OCID): ocids-h6vhtk-02bd1c

Published 17 June 2021, 12:04pm

Section I: Contracting authority

I.1) Name and addresses

Scotland Excel

Renfrewshire House, Cotton Street

Paisley

PA1 1AR

Contact

David Kerr

Email

ICT@scotland-excel.org.uk

Telephone

+44 1414888230

Country

United Kingdom

NUTS code

UKM - Scotland

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

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 Online Payments, Cashless Catering, Kitchen Management and Nutritional Systems

Reference number

05-20

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

As part of an existing renewal framework for the provision of replacing, upgrading or new installs to their existing Online School Payment and Cashless Catering solutions, together with introducing Kitchen Management Systems & Nutritional Systems to be available to all 32 councils in Scotland and Scotland Excel Associate Members.

The systems will be extended for use across all secondary, primary, nursery and support needs schools within Scotland, in addition to a number of hospitality locations and outside catering units (including pop-ups) that may be included if the solution permits.

The Council are seeking contract(s) for the provision of three inter-related, cloud-based systems (including supply, installation, licences and training) and will consider suppliers who can offer all elements (or a combination thereof) but will also consider separate providers. The requirement has been split into 4 Lots as follows;

Lot 1 - Cashless Catering system (including meal ordering functionality) with full upgrades, annual maintenance and support (including software and minimum hardware)

Lot 2 - Online Payments system

Lot 3 - Kitchen Management Software with full upgrades, annual maintenance and support (including software and minimum hardware)

Lot 4 – Nutritional analysis systems with full upgrades, annual maintenance and support (including software and minimum hardware).

II.1.5) Estimated total value

Value excluding VAT: £4,000,000

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

Cashless Catering Services and Equipment

Lot No

2

II.2.2) Additional CPV code(s)

- 48110000 - Point of sale (POS) software package
- 30142200 - Cash registers
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Various locations throughout the geographical boundaries of the participating Councils and Associate Members within Scotland

II.2.4) Description of the procurement

The service under this lot will include but not be limited to an integrated solution suitable for use in all required locations; nurseries, primary and secondary schools, hospitality

locations and outside catering units (including pop-ups).

This requirement also includes

- Meal ordering functionality with full upgrades, annual maintenance and support (including software and minimum hardware).

- Equipment is also required. Items may include the following but are not limited to: Hardware such as Touch screen EPOS, Revaluation terminals and software, installation, maintenance and support (such as call centres, remote, onsite), updates, patches and replacement parts.

The solution also requires the ability to integrate with existing systems used by a participating Council or Associate Member, SEEMiS and including but not limited to newly awarded Online Payment and Kitchen Management & Nutritional Systems.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

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

48

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: 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

Online School Payments

Lot No

1

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Various locations throughout the geographical boundaries of the participating Councils and Associate Members within Scotland.

II.2.4) Description of the procurement

The requirement under this lot will include but not be limited to:

-The supply of software systems allowing the ability for a participating Council or Associate Member to take online payments for education services from any internet connected device

-Ability for parents / guardians to go online and pay for child's school meal, trip, and other non-meal purchases

-The ability for payments to be accepted from PayPoint terminals and / or similar (should a parent have no access to the internet).

-Integrate with existing systems used by a participating Council or Associate Member; SEEMIS and including but not limited to newly awarded Cashless Catering and Kitchen Management & Nutritional systems

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

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

48

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: 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

Kitchen or Canteen management systems

Lot No

3

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Various locations throughout the geographical boundaries of the participating Councils and Associate Members within Scotland.

II.2.4) Description of the procurement

The services required under this lot will include but not be limited to;

- Cloud-based software that meets the information management needs of nurseries, primary and secondary school kitchens, hospitality locations and outside catering units (including pop-ups).
- Modular application that will allow gradual roll out of functionality in line with a participating Council or Associate Members timeline and appetite.
- Systemisation of the current Hazard Analysis Critical Control Points log.
- Provision of an innovative solution to record temperatures of equipment and food seamlessly, along with details of who took the temperatures.
- Software and minimum hardware for advanced reporting, nutritional analysis, menu planning, inventory and kitchen management.
- Provision of various interface capabilities and capability of storing/transmitting all the relevant information with central offices, with full management, backup and archive functions.

Provision of full upgrades, annual maintenance and support.

The solution also requires the ability to integrate with existing systems used by a participating Council or Associate Member, SEEMiS and including but not limited to newly awarded Online Payment and Cashless Catering Systems.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

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

48

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: 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

Nutritional Analysis Systems

Lot No

4

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Various locations throughout the geographical boundaries of the participating Councils and Associate Members within Scotland.

II.2.4) Description of the procurement

The services required under this lot will include but not be limited to;

- Cloud-based software that meets the information management needs of nurseries, primary and secondary school kitchens, hospitality locations and outside catering units (including pop-ups).
- Modular application that will allow gradual roll out of functionality in line with a participating Council or Associate Members timeline and appetite.
- Software and minimum hardware for advanced reporting, nutritional analysis and menu planning.
- Provision of various interface capabilities and capability of storing/transmitting all the relevant information with central offices, with full management, backup and archive functions.

Provision of full upgrades, annual maintenance and support.

The solution also requires the ability to integrate with existing systems used by a participating Council or Associate Member, SEEMiS and including but not limited to newly awarded Online Payment, Cashless Catering Systems and Kitchen Management Systems.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

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

48

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: 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 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

In accordance with Regulation 59(12), as this proposed Framework Agreement is divided in to Lots, these Economic and Financial Standing selection criteria apply separately in relation to each individual lot.

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 bidders 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 INSURANCE = a minimum indemnity limit of GBP 10 million, each and every claim, without limit to the number of claims.

PUBLIC and PRODUCTS LIABILITY INSURANCE = a minimum indemnity limit of GBP 10 million, each and every claim for Public Liability and in the aggregate in respect of products.

STATUTORY THIRD PARTY MOTOR VEHICLE LIABILITY = GBP 5 million in respect of each claim, without limit to the number of claims and it is for Third Party Property Damage.

PROFESSIONAL INDEMNITY INSURANCE = GBP 1 million and is any one claim and in the aggregate.

Bidders should note that increased level of insurance may be required by a Council at the time of appointing a Service Provider(s) depending on its specific requirements.

In addition, ENVIRONMENTAL IMPAIRMENT LIABILITY INSURANCE may be required.

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

A search of the bidder against Equifax's Protect must not return a 'Warning' or 'Caution' returnable code or any neutral code, unless the bidder 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 bidder 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.

III.1.3) Technical and professional ability

List and brief description of selection criteria

1. SPD (Scotland) Question 4C.10 - Subcontracting
2. SPD (Scotland) Question 4D.1 - Quality Assurance Schemes
3. Health and Safety Procedures
4. SPD (Scotland) Question 4D.2 - Environmental Management Standards
5. Information Security

In accordance with Regulation 59(12), as this proposed Framework Agreement is divided into Lots, these Technical and professional ability selection criteria apply separately in relation to each individual lot.

Minimum level(s) of standards possibly required

1. SPD (SCOTLAND) QUESTION 4C.10 - SUBCONTRACTING:

Bidders 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 3rd 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).

2. SPD (Scotland) Question 4D.1 - QUALITY ASSURANCE SCHEMES

The bidder must hold a UKAS (or equiv.) accredited independent 3rd-party certificate of compliance in accordance with BS EN ISO 9001 (or equiv.) or a regularly reviewed documented policy (RRDP) regarding quality management (QM), see attachment at SPD question 4D.1.

OR

A RRDP regarding QM. The policy must set out responsibilities for QM demonstrating that the Service Provider has and continues to implement a QM policy that is authorised by their Chief Executive Officer (CEO), or equiv., and is periodically reviewed at a senior management level (SML). The policy must be relevant to the nature and scale of the work to be undertaken and set out responsibilities for QM throughout the organisation.

3. HEALTH AND SAFETY PROCEDURES

The Service Provider MUST HOLD a UKAS (or equiv.), accredited independent 3rd-party certificate of compliance in accordance with ISO 45001 (or equiv.) or have, within the last 12 months, successfully met the assessment requirements of a scheme in registered membership of the Safety Schemes in Procurement forum.

OR

The Service Provider must have a RRDP for Health and Safety Management (H&SM), endorsed by the CEO, or equiv. 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 H&SM and compliance with legislation.

Note - Organisations with fewer than 5 employees are not required by law to have a documented policy statement

4. SPD (Scotland) Question 4D.2 - ENVIRONMENTAL MANAGEMENT (EV) STANDARDS

The tenderer MUST HOLD a UKAS (or equiv.) accredited independent 3rd-party Certificate of compliance with BS EN ISO 14001 (or equiv.) or a valid EMAS (or equiv.) certificate.

OR

A RRDP regarding EV, authorised by the CEO, or equiv. This policy must include and describe the tenderer's environmental emergency response procedures, including the preparedness and response procedures for potential A&E response situations that give rise to significant environmental impacts (for example hazardous substances spill control).

5. INFORMATION SECURITY (IS)

The tenderer MUST HOLD a UKAS (or equiv.) accredited independent 3rd-party certificate of compliance in accordance with BS EN ISO 27001 (or equiv.), plus ISO

27002, ISO 27017 based on ISO/IEC 27002 for cloud services, ISO 27018 and ISO 22301

OR

A RRDP regarding IS. The policy must set out responsibilities for ensuring information security demonstrating that the tenderer has and continues to implement an IS policy that is authorised by their CEO, or equiv., and is periodically reviewed at a SML. The policy must be relevant to the nature and scale of the work to be undertaken and set out responsibilities for IS throughout the organisation.

The Service Provider must have completed and hold a Supplier Assurance Questionnaire (SAQ).-See <https://cyberassessment.gov.scot>. The Risk Profile Assessment Reference (RAR) allows completion of the SAQ is RAR-27GQ5HMP.

For Lot 1 & 2, the Bidder must provide either a Certificate or a Statement of Attestation that confirms supplier PCI compliance status to either level 1 or 2 and to confirm status as an approved PCI Payment Card Processing Supplier and that they are on the PCI approved supplier list.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

For full details of the conditions relevant to the proposed Framework, and contracts to be called-off there under (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 “I.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 several operators

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: [2020/S 042-100548](#)

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

Date

15 July 2021

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

IV.2.7) Conditions for opening of tenders

Date

15 July 2021

Local time

12:00pm

Place

Scotland Excel, Renfrewshire House, Cotton Street, Paisley PA1 1AR on
<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

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

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>; and,
- Any integration authority, or other body, established pursuant to the Public Bodies (Joint Working) (Scotland) Act 2014.

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.

Bidders are advised that the envisaged maximum number of participants that might be appointed to the proposed framework agreement set

out in section IV.1.3 of this contract notice is purely indicative. Scotland Excel reserves the right to appoint more or less bidders than the envisaged maximum number to the proposed Framework Agreement.

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 Bidder intend to subcontract.

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

immediately above.

CONTRACT MANAGEMENT, KPIs & COMMUNITY BENEFIT REQUIREMENTS

As per details in the Special Conditions, Service Providers will be required to provide Management Information (MI) and KPIs on a quarterly basis.

MI requires an itemised statement for services provided for each contracting authority who will be permitted to purchase under this proposed Framework Agreement down to a defined categorisation structure set out in the MI template.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 18485.

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=657404.

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

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2361>

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

It is envisaged that Community Benefit Requirement details will be provided on a

6-monthly basis.

(SC Ref:657404)

VI.4) Procedures for review

VI.4.1) Review body

Court of Session

Parliament Square

Edinburgh

EH1 1RQ

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Please refer to VI.4.3 below

N/A

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 breach of duty under the Public Contracts

(Scotland) Regulations 2015 (SSI2015/446, as amended) may bring proceedings in the Sheriff Court or the Court of Session in accordance

with Regulation 88 of the 2015 Regulations.

VI.4.4) Service from which information about the review procedure may be obtained

Court of Session

Parliament Square

Edinburgh

EH1 1RQ

Country

United Kingdom