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Tender

ScotlandsPeople Website Services

National Records of Scotland

F02: Contract notice

Notice identifier: 2023/S 000-015411

Procurement identifier (OCID): ocds-h6vhtk-03a2dd

Published 31 May 2023, 2:48pm

Section I: Contracting authority

I.1) Name and addresses

National Records of Scotland

Ladywell House, Ladywell Road

Edinburgh

EH12 7TF

Email

Procurement_Queries_Mailbox@nrscotland.gov.uk

Telephone

+44 1313144215

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00474

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

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

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

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ScotlandsPeople Website Services

Reference number

17/04/25

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

National Records of Scotland (NRS) is seeking to engage a Service Provider for the ScotlandsPeople Website to:

Design, develop, robustly test and host a new ScotlandsPeople website that is flexible and pro-active and capable of being developed over the life of the contract to improve the service and service delivery, offering creativity and flexibility in their proposed solution.

Transfer existing user account data ensuring users retain access to their user history, transaction history, credit balance, saved searches, saved images and information stored within their 'Timeline' functionality.

Undertake the design and development of the new service from October 2023 with all testing completed in July 2024 in readiness of the new website service going live on 1 September 2024, ensuring the service to the public is maintained from the Operational Services Commencement date.

Widen the customer base and usage through strong positive engagement, publicity and marketing.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72400000 - Internet services
- 72413000 - World wide web (www) site design services
- 72415000 - World wide web (www) site operation host services
- 48800000 - Information systems and servers
- 72212217 - Transaction-processing software development services
- 72411000 - Internet service providers ISP
- 72212220 - Internet and intranet software development services
- 48400000 - Business transaction and personal business software package
- 72900000 - Computer back-up and catalogue conversion services
- 72300000 - Data services
- 72230000 - Custom software development services
- 72250000 - System and support services
- 72414000 - Web search engine providers
- 79342000 - Marketing services

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

II.2.4) Description of the procurement

National Records of Scotland (NRS) is seeking to engage a Service Provider for the ScotlandsPeople Website to:

Design, develop, robustly test and host a new ScotlandsPeople website that is flexible and pro-active and capable of being developed over the life of the contract to improve the service and service delivery, offering creativity and flexibility in their proposed solution.

Transfer existing user account data ensuring users retain access to their user history, transaction history, credit balance, saved searches, saved images and information stored

within their 'Timeline' functionality.

Undertake the design and development of the new service from October 2023 with all testing completed in July 2024 in readiness of the new website service going live on 1 September 2024, ensuring the service to the public is maintained from the Operational Services Commencement date.

Widen the customer base and usage through strong positive engagement, publicity and marketing.

The ScotlandsPeople website will help develop digital services for NRS in the following ways:

Delivery of new record releases online

Digital services allow wider access

More efficient delivery of service, supporting a shift from paper to digital delivery and develop public dissemination of born-digital records

Online access to digitised records allows online sales of certificates and extracts from statutory and other records which increases revenue

The services required will include:

Service migration including data and customer accounts, hosting & infrastructure, managing a cloud environment, support services, data & integration, transaction & eCommerce services, website analytics, digital marketing, customer communications.

II.2.5) Award criteria

Quality criterion - Name: Quality/Technical / Weighting: 70

Price - Weighting: 30

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

Duration in months

70

This contract is subject to renewal

Yes

Description of renewals

There will be the option to extend in periods of 1 year for up to an additional 3 years.

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

4B.1.1 - The bidder should provide its ("general") yearly turnover for the number of financial years specified in the relevant Contract Notice.

4B.5.1a - The bidder confirms they already have or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated in the relevant Contract Notice (Professional Risk Indemnity Insurance)

4B.5.1b - The bidder confirms they already have or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated in the relevant Contract Notice (Employer's (Compulsory) Liability Insurance)

4B.5.2 - The bidder confirms they already have or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated in the relevant Contract Notice (For other insurances)

Minimum level(s) of standards possibly required

4B1.1 - Bidders will be required to have a minimum "general" yearly turnover of 2,400,000 GBP for the last 2 years.

4B.5.1a and 4B.5.1b - It is a requirement of this contract 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:

Employer's (Compulsory) Liability Insurance = 5,000,000 GBP

Public Liability Insurance = 5,000,000 GBP

Professional Risk Indemnity Insurance = 5,000,000 GBP

<http://www.hse.gov.uk/pubns/hse40.pdf>

III.1.3) Technical and professional ability

List and brief description of selection criteria

4C.1.2 - For public supply and public service contracts only, please provide relevant examples of supplies and/or services carried out during the last three years as specified in the Contract Notice. (Examples from both public and/or private sector customers and clients may be provided):

4C.4 - Please provide a statement of the relevant supply chain management and/or tracking systems used.

4C.7 - Please provide details of the environmental management measures which the bidder will be able to use when performing the contract.

4D.1 - Will the bidder be able to produce certificates drawn up by independent bodies attesting that the bidder complies with the required quality assurance standards, including accessibility for disabled persons?

4D.2 - Will the bidder be able to produce certificates drawn up by independent bodies attesting that the bidder complies with the required environmental management systems or standards?

Minimum level(s) of standards possibly required

4C.1.2 - Bidders will be required to provide examples that demonstrate that they have the relevant experience to deliver the services as described in part II.2.4 of the Find a Tender Service Contract Notice or the relevant section of the Site Notice. In answering question 4C.1.2 please also describe your experience of eliminating discrimination and promoting equality in both your own practices and those of your sub-contractors, including details of any specific steps taken in the design of services to increase accessibility and ensure inclusiveness.

4C.4 - If bidders intend to use a supply chain to deliver the requirements detailed in the Contract Notice, they should confirm they have (or have access to) the relevant supply chain management and tracking systems to ensure a resilient and sustainable supply chain. This will include confirmation that they have the systems in place to pay subcontractors through the supply chain promptly and effectively, and provide evidence when requested of:

a) their standard payment terms

b) 95% of all supply chain invoices being paid on time (in accordance with the terms of contract) in the last financial year.

If the bidder is unable to confirm (b) they must provide an improvement plan, signed by their Director, which improves the payment performance.

4C.7 - Bidders will be required to provide evidence that their organisation has taken steps to build their awareness of the climate change emergency and how they will respond. Accepted evidence includes but is not limited to:

- a completed copy of the Bidder 'relevant contract' Climate Change Plan Template, including planned projects and actions to reduce the bidder's carbon emissions. This does not need to contain calculated carbon emissions.

4D.1 - The bidder must hold a UKAS (or equivalent) accredited independent third party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent).

4D.2 - 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.

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-003460](#)

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

Date

17 July 2023

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

IV.2.7) Conditions for opening of tenders

Date

17 July 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Between 2028 and 2030, depending on extension periods taken up.

VI.3) Additional information

Please note there are minimum requirements concerning Cyber Security for this contract to which a pass/fail marking will attach. Tenderers will be required to complete an online Supplier Assurance Questionnaire using the Cyber Security Procurement Support Tool. A link to CSPST can be found here:

<https://cyberassessment.gov.scot/>

The questionnaire will be aligned to a Cyber Risk Profile that has been established for the contract, based on the Contracting Authority's assessment of cyber risk.

For this contract, minimum requirements also include the holding of Cyber Essentials Plus (or equivalent) and ISO 27001 (or equivalent).

Further details will be set out in the procurement documents. A contract condition for this procurement requires the Tenderer to comply with the minimum security requirements.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 24154. 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:

Suppliers will be required to provide a Community Benefits Statement outlining their proposed approach for delivering community benefits that they have selected from a menu of suggested community benefits.

(SC Ref:732037)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Sheriff Court House, 27 Chambers Street

Edinburgh

EH1 1LB

Telephone

+44 1312252525

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/the-courts/court-locations/edinburgh-sheriff-court-and-justice-of-the-peace-court>