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Contract

Cloud - Based Computerised Maintenance Management System

National Library of Scotland

F03: Contract award notice

Notice identifier: 2026/S 000-016220

Procurement identifier (OCID): ocds-h6vhtk-050c3a

Published 23 February 2026, 4:11pm

Section I: Contracting authority

I.1) Name and addresses

National Library of Scotland

George IV Bridge

Edinburgh

EH1 1EW

Email

rosa.mak@nls.uk

Telephone

+44 1316233700

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.nls.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11622

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Recreation, culture and religion

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Cloud - Based Computerised Maintenance Management System

Reference number

2024.25.007

II.1.2) Main CPV code

- 48420000 - Facilities management software package and software package suite

II.1.3) Type of contract

Supplies

II.1.4) Short description

The National Library of Scotland ("the Library") is seeking to purchase of a cloud-based Computerised Maintenance Management System (CMMS) including data migration, implementation, training and service support to improve information management of its Estate Team operations, streamline of processes and enhance business efficiencies.

The Library is adopting a cloud-first approach and is therefore seeking a fully hosted SaaS (Software as a Service) solution, accessed through web browser and mobile devices to meet the Library's needs. The Library expects no on-premise installation.

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: £150,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

Main site or place of performance

57 George IV Bridge, Edinburgh EH1 1EW

II.2.4) Description of the procurement

The National Library of Scotland (the Library) is seeking to purchase of a cloud-based Computerised Maintenance Management System (CMMS) including data migration, implementation, training and service support to improve information management of its Estate Team operations, streamline of processes and enhance business efficiencies.

The Library is adopting a cloud-first approach and is therefore seeking a fully hosted SaaS (Software as a Service) solution, accessed through web browser and mobile devices to meet the Library's needs. The Library expects no on-premise installation.

The new CMMS will be able to manage all of the Library's premises including 4 sites in Edinburgh and 2 sites in Glasgow.

The required CMMS solution is expected to provide functionalities to assist the Library to achieve the following objectives:

- Reduce the time staff and managers spend running maintenance operations by streamlining processes.
- Provide clear reports, allowing the maintenance manager to keep track of spending and ensure money is used wisely.
- Enable staff, contractors, and users to easily report problems and see how repairs are progressing.
- Track jobs by time and cost, enabling clear understanding of how long things take and how much they cost.
- Report on performance to help improve services.
- Provide information that helps prove value for money to the Library and its Board.
- Connect with smart devices and cloud-based systems to improve automation and data sharing.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 60

Price - Weighting: 40

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.2.14) Additional information

The initial contract is 3 years, with an option to extend for 3 x 24 months.

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: [2025/S 000-053978](#)

Section V. Award of contract

Contract No

2024.25.007

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 February 2026

V.2.2) Information about tenders

Number of tenders received: 13

Number of tenders received from SMEs: 11

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 13

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

V.2.3) Name and address of the contractor

Concerto Support Services

Peat House, 1 Waterloo Way

Leicester

LE1 6LP

Email

matt.hickley@bellrock.co.uk

Telephone

+44 1925989500

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £150,000

Section VI. Complementary information

VI.3) Additional information

(SC Ref:824501)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

27 Chambers Street

Edinburgh

EH1 1LB

Email

enquiries@scotcourts.gov.uk

Telephone

+44 1314443300

Country

United Kingdom

Internet address

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