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Tender

## **ASSET MANAGEMENT TECHNOLOGY SOFTWARE SOLUTION (CMMS)**

CalMac Ferries Limited

F02: Contract notice

Notice identifier: 2022/S 000-019070

Procurement identifier (OCID): ocids-h6vhtk-035127

Published 12 July 2022, 3:52pm

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

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

CalMac Ferries Limited

Ferry Terminal

Gourock

PA19 1QP

#### **Contact**

Mike Belton

#### **Email**

[mike.belton@calmac.co.uk](mailto:mike.belton@calmac.co.uk)

#### **Telephone**

+44 01475650138

#### **Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.calmac.co.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA10923](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10923)

**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>

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

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

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

Body governed by public law

## **I.5) Main activity**

Other activity

Transport - Ferry Operator

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## **Section II: Object**

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

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

ASSET MANAGEMENT TECHNOLOGY SOFTWARE SOLUTION (CMMS)

Reference number

AM22-001

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

- 72260000 - Software-related services

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

Services

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

CalMac Ferries Ltd are looking to purchase an Asset Management Technology Software Solution to control planned and unplanned maintenance of its vessels and buildings. This will be via a CMMS which must be Type Approved for vessel use.

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

Value excluding VAT: £2,000,000

#### **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
- 48100000 - Industry specific software package
- 48217000 - Transaction-processing software package
- 48330000 - Scheduling and productivity software package
- 48420000 - Facilities management software package and software package suite
- 48421000 - Facilities management software package

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

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

Gourock, Inverclyde

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

CalMac Ferries Limited (CFL) is one of the largest transport operators in Scotland, operating 35 ferries and 53 ports, harbours and slipways on behalf of the Scottish Government under the Clyde and Hebrides Ferry Services (CHFS) contract.

CFL is seeking to procure modern, commercial, off the shelf and market-proven Asset Management CMMS software which:

1. Requires zero or minimum development effort to satisfy CFL's outcomes
2. Can be supported through implementation services including configuration, training and integration with CFL's Finance systems.

Contract

The contract for this service will be let for an initial four-year duration, which will include an implementation period and a period of live running, followed by four, auto-renewed periods of 12 months, each of which is at CFL's option. In advance of each renewal, CFL may elect not to renew, at its sole discretion, at 60 days' notice. The total contract duration is eight years.

CFL will contract with the most economically advantageous bidder, and the resultant contract will be available for novation to any subsequent operator of the CHFS contract.

It is intended that the contract could be applied for the benefit of CFL's parent company, David MacBrayne Limited (DML), DML subsidiaries or any other entities formed by DML.

The services agreement appointing CFL's chosen service provider is provided as part of the procurement, allowing bidders to develop their fully costed proposals by reference to a pre-existing set of contractual terms. A copy of the Contract is provided in the supplier attachment area within the PCS Tender portal.

#### Information

To the extent that anything in the procurement documents contradicts statements made during any premarket engagement, the procurement documents shall take precedence.

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

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

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

Value excluding VAT: £2,000,000

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

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

The contract for this service will be let for an initial four-year duration, which will include an implementation period and a period of live running, followed by four, auto-renewed periods of 12 months, each of which is at CFL's option. In advance of each renewal, CFL may elect not to renew, at its sole discretion, at 60 days' notice. The total contract duration is eight years.

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 4

Objective criteria for choosing the limited number of candidates:

Objective criteria for choosing the limited number of candidates:

This Procurement will be conducted through the use of the Competitive Procedure with Negotiation (CPN). All queries about this procurement must be made via the PCS-Tender messaging system.

The process to be applied will be:

- Statements including the specific requirements can be found within Section III.1.2 and III.1.3 of the Contract Notice.

-Bidders must pass the minimum standards sections of the SPD (Scotland).

Qualification Envelope: Part 3, Section A, B, C, D and Part 4 Section C will be scored on a pass/fail basis. If any question subject to 'pass/fail' scoring be scored 'fail' the entire submission may be set aside and take no further part in the competition.

Technical Envelope:

Part 4 Section C of the SPD (Scotland) will be scored in the following way:

0 - Unacceptable. Nil or inadequate response. Fails to demonstrate previous experience/capacity/capability relevant to this criterion.

25 - Poor. Response is partially relevant but generally poor. The response shows some elements of relevance to the criterion but contains insufficient/limited detail or explanation to demonstrate previous relevant experience/ capacity/capability.

50 - Acceptable. Response is relevant and acceptable. The response demonstrates broad previous experience, knowledge and skills/capacity/capability but may lack in some aspects of similarity e.g. previous experience, knowledge or skills may not be of a similar nature.

75 - Good. Response is relevant and good. The response is sufficiently detailed to demonstrate a good amount of experience, knowledge or skills/capacity/capability relevant to providing similar services to similar clients.

100- Excellent. Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates thorough experience, knowledge or skills/capacity/capability relevant to providing similar services to similar clients.

The responses to the questions of Section III.1.3 of the Contract Notice will be weighted the following way: Please see SPD (Scotland)

Question 4C Technical and Professional Ability.

We will take the top four highest scoring bidders through to the next stage and they will be invited to submit a tender.

## **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.2.14) Additional information**

The estimated Contract Value excluding VAT range is 2,000,000 to 5,000,000 GBP.

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. CFL reserves the right to award additional services in accordance with regulation 33(8) of the Public Contracts (Scotland) Regulations 2015.

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## **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

Economic Operators will be evaluated in accordance with the Public Contracts (Scotland) Regulations 2015 on the basis of information provided within the Single Procurement Document (SPD).

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

List and brief description of selection criteria

Please refer to these statements when completing Qualification Envelope Part 4B of the SPD (Scotland) Statement for 4B.

Economic Operators shall be required to satisfy minimum standards of economic and financial standing. To determine these standards, Economic Operators shall:

(a) in response to Question Ref. 4B.1.1 provide the specified ('general') annual turnover and the associated annual accounts as filed at Companies House (or equivalent if not UK registered company) for the last two years of trading, or for the period which is available if



trading for less than two years;

(b) in response to Question Ref. 4B.2.1 provide the specified annual turnover in the business area(s) covered by the contract notice and the associated annual accounts as filed at Companies House (or equivalent if not UK registered company) for the last two years of trading, or for the period which is available if trading for less than two years;

(c) in response to Question Ref. 4B.4 economic operators should provide the name and value of 9 (NINE) financial criteria for both of the last two years of trading, or for the period which is available if trading for less than two years. Economic operators must also insert the corresponding score for each of the 9 criteria, for both financial years, with reference to the Financial Scoring Mechanism for SPD (which can be found within the supplier attachment area of PCS-T). Economic operators should insert the score for each ratio value x 0.67 for Year 1 values and x 0.33 for Year 2 values to form an aggregated score as explained further below. The sum of these 2 weighted scores will be the weighted score for each ratio. The maximum possible weighted score for all 9 ratios is 50 (an example submission is provided within the Financial Scoring Mechanism document); and

(d) in response to Question Ref. 4B.5 confirm they already have or can commit to obtain, prior to commencement of the contract, the required levels of insurance.

Minimum level(s) of standards possibly required

Economic operators shall be required to satisfy minimum standards of economic and financial standing. These are described below:

#### Evaluation Criteria Ratios (Question Ref. 4B.4)

The financial information received under Question Ref. 4B.4 of the SPD shall be evaluated by CalMac Ferries and scored out of a total weighted score of 50 by allocating a score against nine individual economic and financial standing evaluation criteria, namely:

1. Acid Test Ratio (maximum possible score 6)
2. Cash Interest Cover Ratio (maximum possible score 6)
3. Return on Capital Employed (maximum possible score 6)
4. Operating Profit Ratio (maximum possible score 6)
5. Net Worth (maximum possible score 6)
6. Gearing (maximum possible score 6)

7. Annual Contract Value (2 Million GBP) to Turnover (maximum possible score 6)

8. Filed Accounts (maximum possible score 2)

9. Audit Report (maximum possible score 6)

The individual scores shall be weighted for Year 1 and Year 2, with the most recent financial statements (Year 1) to be weighted at 67% with year 2 being weighted at 33%, to form an aggregated score for each of the nine criteria over the 2 years. For the avoidance of doubt, the maximum cumulative score resulting from the summation of the nine economic and financial standing aggregated scores shall be 50 marks. A submission shall be marked as a FAIL and will not be considered further if the score achieved by a Single Economic Operator (or a Group of Economic Operators) is less than 20 out of 50. The scoring mechanism document has been attached to the document attachment area of PCS-T. Where the submission has been submitted by a Group of Economic Operators, the information submitted by each Group Member will be evaluated in the proportion of the percentage shareholdings or percentage equity/interest of each Group Member and a score determined for such Group of Economic Operators on that basis. However, where a bidder has structured themselves to rely on one bidder to satisfy elements then CFL shall require joint and several liability. In the event that any bidder does not meet the financial criteria for consideration but has a parent company that does, the bidder may still be eligible for consideration where their Tender Submission is supported by a Parent Company Guarantee.

There must be no qualification or contra-indication from any evidence provided in support of the bidders economic and financial standing.

In response to Question Ref. 4B.5.1a 4B.5.1b and 4B.5.2 Economic Operators must confirm they already have or can commit to obtain, prior to the commencement the following levels of insurance:

Employer's Liability Insurance = GBP 5 Million

Public Liability Insurance = GBP 5 Million

Professional Indemnity Insurance = GBP 1 Million

The bidder should purchase any other insurance cover as necessary, taking into account the terms and conditions of this contract.

In responding to Question Ref. 4B.5.1a 4B.5.1b and 4B.5.2 of the SPD, where a bidder ticks the box "No, and I cannot commit to obtain it" the submission shall be marked as FAIL. Economic operators which alter their composition after making a submission will be the subject of re-evaluation. CalMac Ferries reserve the right not to conclude any contract

as a result of the procurement process initiated by this notice and to make whatever changes CalMac Ferries deem appropriate to the content, process, timing and structure of the procurement process.

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

List and brief description of selection criteria

Technical or Professional Ability Part 4C.

This SPD is designed to allow CFL to review evidence of prior implementations of your software product(s) and should not make forward-looking statements or predict where products or features may have utility for CFL.

CFL will use the information provided in suppliers' responses to questions in this SPD to demonstrate that your software product, as implemented, was:

- a. Modern, i.e. was able to demonstrate the use of supported software, was modular and extensible and offered production-proven API integration
- b. Off-the-shelf, i.e. was in use across multiple vessel operators, was built on a single codebase that was shown to be common to multiple client instances, and that followed a roadmap of security and feature releases that were common to the various vessel operator clients using the product within the examples provided.
- c. Market-proven, i.e. was shown to be in continuous use by vessel operator clients, and who have extended their relationship with your organisation beyond initial contract term and have implemented all published upgrades.

In addition, CFL requires that you are able to demonstrate via previous examples that a range of implementation services, software support and maintenance arrangement (whereby new releases were provided along with support to remedy problems) were included with the software.

Suppliers should note that evidence of meeting these criteria is expected in the response to each question.

There are 10 scored questions under the following headings and full details of each question can be found in the Technical Envelope of the SPD.

4C.1.2 - Question 1 (Condition Monitoring) = 5%

4C.1.2 - Question 2 (Maintenance) = 15%

4C.1.2 - Question 3 (Dry Dock) = 15%

4C.1.2 - Question 4 (Assets) = 10%

4C.1.2 - Question 5 (System Maintenance Data) = 5%

4C.1.2 - Question 6 (Defect Management) = 10%

4C.1.2 - Question 7 (Spares and Logistics) = 10%

4C.1.2 - Question 8 (Technical Purchasing) = 10%

4C.1.2 - Question 9 (Finance) = 10%

4C.1.2 - Question 10 (IT) = 10%

Minimum level(s) of standards possibly required

Qualification Envelope: Part 3, Section A, B, C, D and Part 4 Section B will be scored on a pass/fail basis. If any question subject to

‘pass/fail’ scoring be scored ‘fail’ the entire submission may be set aside and take no further part in the competition.

Statement for question 4C - Customer References

The four highest scoring tenderers who are nominated to progress to the Invitation to Tender stage (ITT) will have their references taken up by CalMac Ferries limited. The object of this exercise is the validation of the information presented during the SPD process.

Statement for question 4C.10 - Bidders will be required to confirm whether they intend to subcontract and if so, for what proportion of the contract.

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## **Section IV. Procedure**

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

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

Competitive procedure with negotiation

#### **IV.1.4) Information about reduction of the number of solutions or tenders during**

## **negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

### **IV.1.5) Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

Date

15 August 2022

Local time

12:00pm

### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

12 September 2022

### **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: 6 (from the date stated for receipt of tender)

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## **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**

CFL reserves the right to Down Select to two Bidders once the first submission within the ITT has been scored with only the two highest scoring Tenderers being invited to negotiate at CFL's sole discretion.

“CFL’s general conditions of the procurement will be published in the ITT. In the meantime, Economic Operators should note that the conditions of the procurement include (but are not limited to) the following:

- The eligibility requirements in this Contract Notice will apply to the procurement at all times. Economic Operators may be excluded from this competition if the Economic Operator no longer meets the selection criteria set out in the Contract Notice at any stage during the competition and/or there is a change in identity, control, financial standing or other factor impacting on the selection process affecting the Economic Operator;
- CFL is subject to the requirements of the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004. Accordingly, all information submitted to CFL may need to be disclosed and/or published by it in response to a request under FOISA or the EIRs; and
- Economic Operators will remain responsible for all costs and expenses incurred by them in connection with this competition. CFL will not be liable to reimburse or compensate any costs incurred in connection with an Economic Operator’s participation in this competition, including any costs or other liability in respect of the cancellation of the process.” The award criteria questions and weightings will be published in the ITT. Bidders will be expected to demonstrate Software capability.

Award criteria scoring will be the following:

0 Unacceptable; 25 Poor; 50 Acceptable; 75 Good; 100 Excellent. Full definitions of the scoring is provided in the ITT.

Bidders should note that CFL intends to ask security and control related award questions at the ITT stage. These ITT questions shall be grouped as either belonging to mandatory Pass/Fail type questions or questions which shall be scored and weighted.

Where a supplier has been assessed to have failed a Pass/Fail question their tender submission shall be deemed non-compliant and excluded from that point forward within the ITT process. For information only, CFL have provided copies of their ICT security and control standards within the supplier attachment area of this SPD.

The buyer is using PCS-Tender to conduct this PQQ exercise. The Project code is 5879. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

(SC Ref:700032)

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

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

Greenock Sheriff Court

1 Nelson St

Greenock

PA15 1TR

Telephone

+44 1475787073

Country

United Kingdom