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Contract

Case 487142

Scottish Government

F03: Contract award notice

Notice identifier: 2022/S 000-020325

Procurement identifier (OCID): ocds-h6vhtk-030fed

Published 26 July 2022, 2:29pm

Section I: Contracting authority

I.1) Name and addresses

Scottish Government

4 Atlantic Quay, 70 York St

Glasgow

G2 8EA

Email

ross.cameron@gov.scot

Telephone

+44 131247556

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Case 487142

Reference number

IT Managed Service to Maintain LS-CMI IT System

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

The Scottish Government has a requirement to place a contract with an external service provider for the provision of an IT Managed Service to Maintain the Level of Service Case Management Inventory (LS/CMI) System.

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: £2,958,262

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

The Scottish Government has a requirement to place a contract with an external service provider for the provision of an IT Managed Service to Maintain the Level of Service Case

Management Inventory (LS/CMI) System.

The 2021-22 Programme for Scottish Government document sets out the intention to promote a fairer more equal society. This contract will assist by supporting Justice Social Workers (JSW) and the Scottish Prison Service (SPS) to assess and manage the level of risk posed by certain individuals to the public and to inform their case management needs.

A summary of the Service Providers responsibilities is as follows;

- Bug/issue fixing as and when identified by users;
- Service Help Desk (email/helpdesk number) as central point of contact for raising any system errors/issues and addressing these promptly and effectively;
- Security patching where dictated in support of the development/test instance;
- Release management, system updates and installation;
- Provide advice and support to all agencies using the system on an ongoing basis;
- Where new content/change requests are identified and approved by the Scottish Government, the IT Managed Service Provider will develop, test, and implement new applications and provide appropriate guidance and support to users;
- Until the system is migrated to cloud, in order to maintain the high security level of the PSN system,

a series of annual IT health checks (including PEN tests) require to be carried out. In addition, a detailed audit log requires to be maintained to capture all actions within the database.

- Maintain close communication with the Scottish Government through a representative attending quarterly meetings of the LS/CMI Change Board to ensure effective communication between all agencies about the cause and effects of any changes that are to be installed to the system.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 65

Price - Weighting: 35

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

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 000-002388](#)

Section V. Award of contract

Contract No

IT Managed Service to Maintain the LS-CMI IT System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 July 2022

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Bridgeall Ltd

George House, 50 George Square

Glasgow

G21EH

Telephone

+44 1415856427

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

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

Total value of the contract/lot: £2,958,262

Section VI. Complementary information

VI.3) Additional information

(SC Ref:701280)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court and Justice of the Peace Court

27 Chambers Street

Edinburgh

EH11LB

Country

United Kingdom

Internet address

www.scotcourts.gov.uk/the-courts/court-locations/edinburgh-sheriff-court-and-justice-of-the-peace-co