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Tender

Strategic Asset Management System (SAMS)

The Common Services Agency (more commonly known as NHS National Services Scotland) ("NSS")

F02: Contract notice

Notice identifier: 2021/S 000-021701

Procurement identifier (OCID): ocds-h6vhtk-02aaf7

Published 2 September 2021, 8:55am

Section I: Contracting authority

I.1) Name and addresses

The Common Services Agency (more commonly known as NHS National Services Scotland) ("NSS")

Gyle Square (NSS Head Office), 1 South Gyle Crescent

Edinburgh

EH12 9EB

Email

paul.mckinney@nhs.scot

Telephone

+44 1698794410

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.nss.nhs.scot/browse/procurement-and-logistics>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11883

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

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Strategic Asset Management System (SAMS)

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

The Common Services Agency (more commonly known as NHS National Services Scotland (NSS)) wishes to procure a multi-faceted data collection system for all NHSScotland Boards. This framework is also available to Northern Ireland's Department of Health (DoH). The system will provide high-level strategic assessment of the current condition of the property assets and identify backlog maintenance costs. Data captured in the system will provide real time performance indicators and will enable NHSScotland Boards to establish where investment is needed and how well assets are performing to support services. Datasets consist of the following Mandatory elements: Estates Asset Management, Property Transactions, Fire Risk Assessments and Capital Investment; and Optional element: Asbestos. NHSScotland Boards will procure all mandatory elements. NHSScotland Boards and DoH may procure an optional Asbestos element.

The solution will enable Boards to formally score and subsequently prioritise all their competing investment needs. The system will also enable Boards to analyse and demonstrate all property or proposed property lifecycle investment requirements over the full life of those assets to inform longer term investment planning.

II.1.5) Estimated total value

Value excluding VAT: £1,200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72265000 - Software configuration services
- 72263000 - Software implementation services
- 72267000 - Software maintenance and repair services
- 72261000 - Software support services
- 72260000 - Software-related services
- 72268000 - Software supply services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland
- UKN - Northern Ireland

Main site or place of performance

All entities constituted pursuant to the National Health Service (Scotland) Act 1978 and Northern Ireland Department of Health.

II.2.4) Description of the procurement

NHSScotland consists of 14 territorial Health Boards and 8 national Health Boards with over 4,500,000m² of accommodation which has an estimated net book value of around 6.5Bn GB POUNDS. The estate has a broad range of accommodation ranging from large acute hospitals, community hospitals, community health centres to clinics. In addition, there are numerous independent General Practitioner (GP) and Dental Practices, Pharmacies and Opticians forming part of the Primary Care estate.

NSS wishes to procure a multi-faceted Strategic Asset Management System (SAMS) to collect data for all NHSScotland Boards, to replace its existing system/s. Boards capture surveys of the existing land and property as part of their continued assessment of the current NHSScotland estate. By taking stock of the estate, future investment priorities can be identified together with opportunities for rationalisation. Datasets consist of the following mandatory elements:

- Estates Asset Management
- Property Transactions
- Fire Risk Assessments
- Capital Investment

NHSScotland Boards and DoH may procure an optional Asbestos element.

The existing system and working processes have been developed to maximise the utilisation of the data captured in relation the NHSScotland estate. Although NHSScotland has a mature property database along with well established practices, the time has come to engage the market in order to find a solution that will further enhance the value delivered by the existing data. NHSScotland require a solution that will provide the tools required now and into the future through utilising new technologies and working practices.

SAMS will provide high level strategic information and assessments of the current property portfolio including backlog maintenance costs, condition, risks and lifecycle costs. Data captured in the system will provide real time performance indicators and enable Boards to establish where investment is required and how well assets are performing. The solution will enable Boards to formally score and subsequently prioritise competing investment needs. The system will also enable Boards to analyse and demonstrate all property or proposed property lifecycle investment requirements over the full life of those assets to inform longer term investment planning. This data will be used to inform numerous strategic documents published by NHSScotland and Scottish Government. For background information and context, please refer to the Property Manual Appraisal Manual as noted in the Memorandum of Information.

Key Outputs

1) Agree rollout strategy with successful bidder

- Develop and manage rollout roadmap
- Support NSS to upload full existing dataset in agreed format to SAMS

2) User Acceptance Testing

- Establish user profiles and permissions hierarchy
- Establish targets for acceptance
- Test existing data in new system

- Establish a Provision of reports to NSS satisfaction

3) Training & Guidance

- Ensure NHSScotland staff and working partners are fully trained
- Support and provide NHSScotland specific guidance for operation of the System

4) Integrations

- Ensure data is collected in a consistent and uniform manner that can be utilised across all NHSScotland national systems
- Have the ability to export/import data to other national system, e.g. NHS Scotland Assure Information Management System via API, and other common file types, e.g., CSV, DWG, Excel, IFC, RVT and similar

5) Continuing support and Development

- Staff Training
- Report Development
- System Development

6) Board Training

- Ensure NHSScotland staff and appointed personnel, including external parties such as Survey Partners and other associates, are fully trained, supported and provided with guidance in relation to the operation of the Software.

Please refer to the document titled "SAMS Memorandum of Information" within the attachments section of the SPD for more information on the requirement.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £1,200,000

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

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

This Procurement will be conducted through the use of the Restricted Procedure. All queries about this procurement must be made via the PCS-T messaging system.

Section III.1.2 of the Contract Notice and Section 4B of the SPD (Scotland) will be scored on a pass/fail basis.

Section III.1.3 of the Contract Notice and Section 4C of the SPD (Scotland) will be scored in the following way:

0 - Unacceptable as determined by: no response or no information provided in response to the question where there is a requirement to provide a response or information; and/or a response which demonstrates a significant misunderstanding of the question; and/or a response which demonstrates no relevant experience in terms of scale, complexity, scope and match to proposed service characteristics; and/or a response which does not demonstrate capacity and capability (in terms of resources and appropriately qualified and experienced personnel).

1 - Weak as determined by: a response which provides minimum information in response to the question; and/or a response which demonstrates minimum relevant experience in terms of scale, complexity, scope and match to proposed service characteristics; and/or a response which fails to satisfactorily answer the question; and/or a response which demonstrates limited capacity and capability (in terms of resources and appropriately qualified and experienced personnel) to deliver requirement.

3 - Fair as determined by: a response which provides the majority but not all of the information requested; and/or reasonable evidence of relevant experience in terms of scale, complexity, scope and match to proposed service characteristics indicated in the response; and/or a response which demonstrates reasonable capacity and capability (in terms of resources and appropriately qualified and experience personnel).

5 - Good as determined by: a response which meets all aspects of the question and provides all information requested; and/or a response which is comprehensive, unambiguous and demonstrates adequate and complete evidence of experience in terms of scale, complexity, scope and match to proposed service characteristics and adequate capacity and capability.

- The responses to the questions of Section 4C of the SPD (Scotland) will be weighted the following way:

4C.1.2: 50%, 4C.2: 25%, 4C.6 and 4.6.1 (combined): 20%, 4C.7: 5%.

- We will take the five highest scoring bidders through 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.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

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.

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

N/A

III.1.2) Economic and financial standing

Minimum level(s) of standards possibly required

ESPD Q.4B.1.1: Bidders are required to provide statement of accounts or extracts relating to their business for the previous 3 years.

Where any are risks identified by the Authority as part of the due diligence carried out on the above information the Authority may require bidders to provide additional information to demonstrate financial standing. Additional information can include but not be limited to:

- parent company accounts (if applicable)
- deeds of guarantee
- bankers statements and references
- accountants' references
- management accounts
- financial projections, including cash flow forecasts
- details and evidence of previous contracts, including contract values
- capital availability.

Bidders who cannot provide suitable evidence of a secure financial standing may be excluded from the procurement.

Q.4B.5.1 and Q.4B.5.2: It is a requirement of this contract that bidders hold, or can commit

to obtain prior to the commence of any subsequently awarded contract, the types and levels of insurance indicated below:

Employers liability insurance: 5 000 000 GBP;

Public liability insurance: 1 000 000 GBP;

Professional indemnity insurance: 1 000 000 GBP.

III.1.3) Technical and professional ability

List and brief description of selection criteria

4C.1.2 Please provide details of three relevant examples of services carried out during the last three years.

Weighting of 50% as per scoring model in section II.2.9.

4.C.2 Bidders will be required to confirm details of the technicians or technical bodies such as ISO or equivalent who they can call upon, especially those responsible for quality control. Please provide examples such as the following:

- Cyber Essentials
- ISO 9001 - Quality Management Systems
- ISO 19650 - Building Information Modelling (BIM)
- ISO 19510 - Object Management Group Business Process Model and Notation
- ISO 27001 - Information Security Management
- ISO 27017 - Code of practice for information security controls
- ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors
- ISO 55001 - Asset Management
- UK Government 14 Cloud Security Principles

Please state the relevance of any such educational and professional qualifications.

Weighting of 25% as per scoring model in section II.2.9.

4C.6: Bidders will be required to confirm that they and/or the service provider have relevant educational and professional qualifications such as the following: PRINCE2, ISO27001 or equivalent ITIL qualifications [Helpdesk, etc] or equivalent other professional qualifications relevant to the services outlined in the Contract Notice.

Please state the relevance of any such educational and professional qualifications.

And:

4C.6.1: Bidders will be required to confirm that they and/or the service provider's managerial staff have relevant educational and professional qualifications such as the following: PRINCE2, ISO27001 or equivalent ITIL qualifications [Helpdesk, etc] or equivalent other professional qualifications relevant to the services outlined in the Contract Notice.

Please state the relevance of any such educational and professional qualifications.

Weighting of 20% (4C.6 and 4C.6.1 combined) as per scoring model in section II.2.9.

4C.7: Bidders will be required to confirm that they will employ environmental management measures that meet the following requirements:

Compliance with the Waste Electrical and Electronic Equipment Directive (WEEE).

Weighting of 5% as per scoring model in section II.2.9.

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

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

Restricted 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 a single operator

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: [2021/S 000-009094](#)

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

Date

1 October 2021

Local time

12:00pm

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

1 November 2021

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

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

The award criteria questions and weightings will be published in the ITT.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 19176. 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:

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

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

The Public Sector in Scotland is committed to the delivery of high quality public services, and recognises that this is critically dependent on a workforce that is well-rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, diverse and engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.

Public Bodies in Scotland are adopting fair work practices, which include:

- a fair and equal pay policy that includes a commitment to supporting the living wage, including, for example being a living wage accredited employer;
- clear managerial responsibility to nurture talent and help individuals fulfil their potential, including for example, a strong commitment to modern apprenticeships and the

development of Scotland's young workforce;

- promoting equality of opportunity and developing a workforce which reflects the population of Scotland in terms of characteristics such as age, gender, religion or belief, race, sexual orientation and disability;

- support for learning and development;

- stability of employment and hours of work, and avoiding exploitative employment practices, including for example no inappropriate use of zero-hours contracts;

- flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working and wider work life balance;

- support progressive workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give staff an effective voice.

In order to ensure the highest standards of service quality in this contract we expect contractors to take a similarly positive approach to fair work practices as part of a fair and equitable employment and reward package.

(SC Ref:659911)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

Email

edinburgh@scotcourts.gov.uk

Fax

+44 1312252525

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Economic operators should approach the contracting authority in the first instance. However, the only formal remedy is to apply to the courts:

An economic operator that suffers, or is at risk of suffering, loss or damage attributable to a breach of duty under the Public Contracts (Scotland) Regulations 2015 or the Procurement Reform (Scotland) Act 2014, may bring proceedings in the Sheriff Court or the Court of Session.