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Contract

## **Services and Support for Grosvenor Systems Propman Property Management System**

Crown Estate Scotland

F03: Contract award notice

Notice identifier: 2021/S 000-023368

Procurement identifier (OCID): ocds-h6vhtk-02888b

Published 20 September 2021, 4:45pm

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

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

Crown Estate Scotland

Quartermile Two, 2nd Floor, 2 Lister Square

Edinburgh

EH3 9GL

#### **Contact**

Maurice McTeague

#### **Email**

[maurice.mcteague@crownestatescotland.com](mailto:maurice.mcteague@crownestatescotland.com)

#### **Telephone**

+44 1314607657

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://crownestatescotland.com/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA29444](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA29444)

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

Other type

Public Corporation

**I.5) Main activity**

Other activity

Property

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## **Section II: Object**

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

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

Services and Support for Grosvenor Systems Propman Property Management System

Reference number

CES-2021-0602

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

- 72261000 - Software support services

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

Services

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

This is a voluntary ex ante transparency (VEAT) notice. Crown Estate Scotland recently awarded a contract to Grosvenor Systems to supply software support to their existing Propman Property Management System which was transferred to Crown Estate Scotland and is used by our Property Management Agents when acting on our behalf.

To ensure continuous operation and deployment across our new network of property management agents (who have been appointed following conclusion of the separate tender exercise) we require to procure additional licenses and implementation services. The managing agents are provisioned with a minimum number of licences but can request additional licenses which are procured and owned by Crown Estate Scotland and provisioned to the Managing Agents. The recent procurement has resulted in changes to responsibilities of all managing agents, an increase in number of managing agents provisioned with the minimum number of licenses and several managing agents requesting additional licences and making a substantial contribution to the cost. Associated training and configuration services for new managing agents to use the system and the increase beyond the number of licenses originally anticipated has resulted in an increase in the expected contract value and required a variation to the contract.

This is a business critical system and licenses and associated services are only available from the stated supplier.

#### **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: £212,655

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 72261000 - Software support services
- 72260000 - Software-related services
- 72263000 - Software implementation services
- 72267000 - Software maintenance and repair services

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

NUTS codes

- UKM - Scotland

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

This is a voluntary ex ante transparency (VEAT) notice. Crown Estate Scotland has a contract in place with Grosvenor Systems to supply software licenses and support to the existing Propman Property Management System used by Crown Estate Scotland and our Managing Agents.

Crown Estate Scotland operates an outsourced business model for a significant part of its property management functions across its rural, coastal, urban/built development, minerals and mines royal, fishing rights and some of its marine, energy and infrastructure activities. Managing Agents maintain Property Management data on our behalf on Grosvenor Systems Propman. Crown Estate Scotland has brought control and responsibility for the property management system and our property data assets in-house.

As part of a separate procurement exercise we now have six contracts in place with five firms of Managing Agents (MA's) with specialist property management skills, capacity and experience which commenced 1 April 2021.

This procurement has introduced new agents and increased the overall number of agents from three. As a result this has had a material impact on the use of our Property Management System and the value of the contract. In order to accommodate the increased number of managing agents, processes, workflows and system integrations it is

proposed purchase additional licences (at the same unit pricing as the original contract) and consultancy up to an additional cost of 211,655 GBP giving a total amended contract cost of 423,276 GBP.

This is a business-critical system available only from the stated supplier.

Grosvenor Systems own the IPR and licensing rights in the software. The required licenses and support to operate the system can only be provided by Grosvenor Systems for technical reasons. During the term of the contract and any extensions, Crown Estate Scotland will investigate alternative systems to support the Property Management requirements. Migration to a new system at this point involves significant time and resource and requires alignment with longer-term property management system development planning and funding during a period of uncertainty specific to other ongoing procurements.

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

Quality criterion - Name: Skills and Experience / Weighting: 25

Price - Weighting: 75

#### **II.2.11) Information about options**

Options: Yes

Description of options

The contract will be awarded initially for 24 months with the option to extend for up to a further 12 months in increments of 6 months. The requirement will be reviewed each year to ensure this is still the most appropriate route to market and in line with strategic digital plans.

#### **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**

Grosvenor Systems owns the IPR and licensing rights in the software. The required licenses and support to run the software package can only be provided by Grosvenor Systems for technical reasons. Crown Estate Scotland will during the term of the contract investigate alternative systems to support the Property Management requirements.

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## **Section IV. Procedure**

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

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

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Grosvenor Systems owns the IPR and licensing rights in the software. The required licenses and support to run the software package can only be provided by Grosvenor Systems for technical reasons. Crown Estate Scotland will during the term of the contract investigate alternative systems to support the Property Management requirements.

#### **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 000-013700](#)

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## Section V. Award of contract

### Contract No

CES-2021-0602

A contract/lot is awarded: Yes

### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

15 June 2021

#### V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

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

#### V.2.3) Name and address of the contractor

Grosvenor Systems

Unit A, 7 Leathermarket Street

London

SE1 3FB

Email

[matthew.smith@grosvenorsystems.com](mailto:matthew.smith@grosvenorsystems.com)

Telephone

+44 2073788358

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £212,655

Total value of the contract/lot: £212,655

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(SC Ref:667814)

### **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>