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Tender

Provision of Programme and Digital Services Delivery Provider(s)

National Records of Scotland

F02: Contract notice

Notice identifier: 2024/S 000-033161

Procurement identifier (OCID): ocids-h6vhtk-04ac39

Published 15 October 2024, 2:16pm

The closing date and time has been changed to:

19 November 2024, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

National Records of Scotland

General Register House, 3 Princes Street

Edinburgh

EH1 3YY

Contact

Leanne Gourlay

Email

leanne.gourlay@nrscotland.gov.uk

Telephone

+44 7765220118

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00474

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

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

Provision of Programme and Digital Services Delivery Provider(s)

Reference number

17/05/41

II.1.2) Main CPV code

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.1.3) Type of contract

Services

II.1.4) Short description

1.1 This document specifies the requirements for a specialised provider(s) in programme management, business and process transformation and digital/operational service delivery to work collaboratively in support of the strategic goals and delivery of major programmes within National Records of Scotland (NRS). We are looking for delivery provider(s) with experience in major public sector programmes and in delivering digital and business transformation with associated operational process and business change to provide programme, service, capability and process re-design together with operational delivery skills, intelligent client advice and short term targeted digital and programme expertise.

II.1.5) Estimated total value

Value excluding VAT: £18,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots

3

II.2) Description

II.2.1) Title

Lot 1 - Provision of PMO Support and Benefits/Business Case Management and Intelligent Client Support

Lot No

1

II.2.2) Additional CPV code(s)

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

Main site or place of performance

Generally remote delivered. If office presence required it will be at General Register House, 3 Princes Street, Edinburgh, EH1 3YY

II.2.4) Description of the procurement

Lot 1: Provision of Portfolio and Programme Management Office (PMO) Support and Benefits/Business Case Management and Intelligent Client Support

PMO support and Benefits / Business Case Management

- Delivery of Vision and Milestones: to help NRS achieve its key programme vision and milestones through projects which enable deliverable approaches and robust programme management and planning arrangements. (Skills and expertise including strategic options appraisal, portfolio design, programme initiation, management, portfolio/programme planning and delivery prioritisation)

- PMO Support: outcome focused packages to augment existing portfolio and programme management office resource, potentially in routine PMO delivery and also in one-off short term reviews and production of programme management materials to support Programmes in short order. (Skills and expertise including PMO Analysts, Governance design and operation, sustainable programme delivery). Additionally review of existing portfolio management and change governance arrangements and functions, with recommendations to develop and strengthen existing portfolio management office and delivery centre of excellence standards.

- Business Case Management: development of strategic, outline and full Business Cases to support multi-faceted and complex digital and business delivery programmes, including capturing the options, cost models and benefits for Programmes, helping NRS secure transformational resources within a cross public sector partnership approach to reform and optimisation of approach. (Skills and expertise in business case development for programmes)
- Benefits Management: outcome focused activity to provide short term support to NRS to manage its approach to benefits management and realisation from Programme and project delivery and in demonstrating benefits delivered. The approach to benefits will be critical in underpinning communications with stakeholders (Skills and expertise in benefits management for programmes and projects).

Intelligent Client

- Intelligent Client: outcome based packages to support and advise NRS in managing multiple contracts and associated digital service and operational delivery integration. (Skills and expertise in providing intelligent client for programme delivery, business change, including readiness for operational transition and commercial and delivery integration)

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Duration in months

96

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:

Stage One of the restricted procedure requires tenderers to complete an SPD for evaluation. Questions 4C1.2, 4C4 and 4C6 will be scored. The 5 highest scoring tenderers will be invited to submit a tender under Stage 2 of the procedure. The Authority reserves the right to remove any selected tenderers should non-compliance under other SPD criteria be identified. Additionally the Authority reserves the right, at its sole discretion, to increase the number of candidates invited to the second stage if the next highest scoring candidate is within 5% of those selected.

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) Description

II.2.1) Title

Lot 2 - Provision of Service Re-design and Business Transformation and Operating Model / Business Change

Lot No

2

II.2.2) Additional CPV code(s)

- 790000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

Main site or place of performance

Generally delivered remotely. If office presence required it will be at General Register House, 3 Princes Street, Edinburgh, EH1 3YY

II.2.4) Description of the procurement

Lot 2: Provision of Service Re-design and Business Transformation and Operating Model / Business Change

Service Re-design and Business Transformation

- Service Redesign: support NRS in redesigning services to progress business transformation, complying with the Digital Service Standard and enhancing user experience. (Skills and expertise in service design, user research and user-centred design, accessibility and assisted digital skills and expertise, content design and business transformation, Digital Service Standard)
- Process Re-engineering: provide process mapping, HEAT mapping of processes to identify efficiencies and alignment to improve optimisation within programme delivery. This could augment aspects of routine business analysis and process redesign delivery or in one-off reviews and production of materials to support Programmes with immediate milestones. (Skills and expertise in business analysis, process mapping and re-design for organisations)
- Capability Mapping: business capability mapping to inform service and user centred design at an organisational and programme level to maximise programme delivery priorities, outcomes and business change aspirations. (Skills and expertise in business capability mapping for programmes)

Operating Model / Business Change

- Operating Model: develop Target Operating Models for key programmes to underpin the delivery of NRS strategic objectives and portfolio and their target benefits. (Skills and expertise in operating model development for operational and large scale logistical service delivery)
- Business Change: deliver a controlled business change approach to operational and digital transition and delivery, critical to ensuring we maximise opportunities and re-usability of NRS Programme investment. This would include work to augment existing operational and business change functions, potentially in routine delivery and also in one-off reviews and production of materials to support Programmes with immediate milestones. (Skills and expertise in change management).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Duration in months

96

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:

Stage One of the restricted procedure requires tenderers to complete an SPD for evaluation. Questions 4C1.2, 4C4 and 4C6 will be scored. The 5 highest scoring tenderers will be invited to submit a tender under Stage 2 of the procedure. The Authority reserves the right to remove any selected tenderers should non-compliance under other SPD criteria be identified. Additionally the Authority reserves the right, at its sole discretion, to increase the number of candidates invited to the second stage if the next highest scoring candidate is within 5% of those selected.

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) Description

II.2.1) Title

Lot 3 - Provision of Digital and Data Design, Innovation and Application Services and Technical, Solution and Testing

Lot No

3

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

Main site or place of performance

Generally to be delivered remotely. If office presence required it will be at General Register House, 3 Princes Street, Edinburgh, EH1 3YY

II.2.4) Description of the procurement

Lot 3: Provision of Digital and Data Design, Innovation and Application Services and Technical, Solution and Testing

Digital and Data Design, Innovation and Application Services

- Digital and Data Services: support the delivery of digital and data service outcomes as part of our Portfolio to maximise benefits from service redesign and business transformation, augmenting and providing expertise to scope and run digital service and data transformation programmes (Skills and expertise in digital delivery, mapping services and service patterns, data modelling, data design, data services, programme discovery phases)

- Innovation and Application Services: delivering outcome packages for innovative design and delivery of digital and technical capabilities, including digital solutions, re-usable technology, digital optimisation, data innovation, green technology, sustainable integrated approaches and use of Cloud. (Skills and expertise in digital design, digital innovation transition, solution and technology architecture, digital engineering, Cloud and Robotic Process Automation, Artificial Intelligence and Machine Learning, green IT and integrated

digital solutions)

Technical, Solution and Testing

- Technical and Solution Outcomes: deliver the technical design and implementation outcomes in the delivery of our Portfolio, along with one-off reviews to help continuously improve the resilience of our infrastructure. This resource will be expected to augment the internal IT team or our IT suppliers. (Skills and expertise in digital solutions, IT Security analysis, Cloud computing, Cyber and Technical assurance)

- Testing: Outcome based testing services to deliver Programmes, or augment aspects of existing teams to deliver goals/programme milestones or benefit from innovation in testing (Skills and expertise in a range of testing services including User Design, Accessibility Testing, Functional Testing, Penetration Testing, User Acceptance Testing, System Integration Testing, Non-functional Testing, Operational Readiness Testing and other Security Testing)

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Duration in months

96

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:

Stage One of the restricted procedure requires tenderers to complete an SPD for evaluation. Questions 4C1.2, 4C4 and 4C6 will be scored. The 5 highest scoring

tenderers will be invited to submit a tender under Stage 2 of the procedure. The Authority reserves the right to remove any selected tenderers should non-compliance under other SPD criteria be identified. Additionally the Authority reserves the right, at its sole discretion, to increase the number of candidates invited to the second stage if the next highest scoring candidate is within 5% of those selected.

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

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

The relevant selection criteria will be included in the SPD Scotland module.

III.1.2) Economic and financial standing

List and brief description of selection criteria

The relevant selection criteria will be included in the SPD Scotland module.

III.1.3) Technical and professional ability

List and brief description of selection criteria

The relevant selection criteria will be included in the SPD Scotland module.

Minimum level(s) of standards possibly required

Suppliers must hold Cyber Essentials Plus Certification.

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.1.8) 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

Originally published as:

Date

18 November 2024

Local time

12:00pm

Changed to:

Date

19 November 2024

Local time

12:00pm

See the [change notice](#).

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

12 December 2024

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)

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

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=767790.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

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:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

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

Community Benefit requirements are detailed in section 6.2 of ITT Schedule 2 - Specification and Questions.

(SC Ref:767790)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=767790

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://scotscourts.gov.uk/the-courts/court-locations/edinburgh-sheriff-court-and-justice-of-the-peace-court>