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Contract

ScotlandsPeople Website Services

National Records of Scotland

F03: Contract award notice

Notice identifier: 2023/S 000-036098

Procurement identifier (OCID): ocds-h6vhtk-03a2dd

Published 7 December 2023, 2:19pm

Section I: Contracting authority

I.1) Name and addresses

National Records of Scotland

General Register House, 2 Princes Street

Edinburgh

EH1 3YY

Email

Procurement_Queries_Mailbox@nrscotland.gov.uk

Telephone

+44 1312020451

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.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

ScotlandsPeople Website Services

Reference number

17/04/25

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 successful Service Provider for the ScotlandsPeople Website will:

Design, develop, robustly test and host a new ScotlandsPeople website that is flexible and pro-active and capable of being developed over the life of the contract to improve the service and service delivery, offering creativity and flexibility in their proposed solution.

Transfer existing user account data ensuring users retain access to their user history, transaction history, credit balance, saved searches, saved images and information stored within their 'Timeline' functionality.

Undertake the design and development of the new service from December 2023 with all testing completed in July 2024 in readiness of the new website service going live on 1 September 2024, ensuring the service to the public is maintained from the Operational Services Commencement date.

Widen the customer base and usage through strong positive engagement, publicity and marketing.

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: £6,600,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72400000 - Internet services
- 72413000 - World wide web (www) site design services
- 72415000 - World wide web (www) site operation host services
- 48800000 - Information systems and servers
- 72212217 - Transaction-processing software development services
- 72411000 - Internet service providers ISP
- 72212220 - Internet and intranet software development services

- 48400000 - Business transaction and personal business software package
- 72900000 - Computer back-up and catalogue conversion services
- 72300000 - Data services
- 72230000 - Custom software development services
- 72250000 - System and support services
- 72414000 - Web search engine providers
- 79342000 - Marketing services

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

II.2.4) Description of the procurement

The successful Service Provider for the ScotlandsPeople Website will:

Design, develop, robustly test and host a new ScotlandsPeople website that is flexible and pro-active and capable of being developed over the life of the contract to improve the service and service delivery, offering creativity and flexibility in their proposed solution.

Transfer existing user account data ensuring users retain access to their user history, transaction history, credit balance, saved searches, saved images and information stored within their 'Timeline' functionality.

Undertake the design and development of the new service from December 2023 with all testing completed in July 2024 in readiness of the new website service going live on 1 September 2024, ensuring the service to the public is maintained from the Operational Services Commencement date.

Widen the customer base and usage through strong positive engagement, publicity and marketing.

The ScotlandsPeople website will help develop digital services for NRS in the following ways:

Delivery of new record releases online

Digital services allow wider access

More efficient delivery of service, supporting a shift from paper to digital delivery and develop public dissemination of born-digital records

Online access to digitised records allows online sales of certificates and extracts from statutory and other records which increases revenue

The services provided will include:

Service migration including data and customer accounts, hosting & infrastructure, managing a cloud environment, support services, data & integration, transaction & eCommerce services, website analytics, digital marketing, customer communications.

II.2.5) Award criteria

Quality criterion - Name: Quality/Technical / Weighting: 70

Price - Weighting: 30

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: [2023/S 000-015411](#)

Section V. Award of contract

Contract No

17/04/25

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 December 2023

V.2.2) Information about tenders

Number of tenders received: 4

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: 4

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

CACI Ltd

Kensington Village, CACI House, Avonmore Rd

London

W14 8TS

Telephone

+44 2076026000

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £6,600,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 2 %

Short description of the part of the contract to be subcontracted

Annual IT Health Checks

Section VI. Complementary information

VI.3) Additional information

Community Benefits Statement:

The successful Service Provider has provided a Community Benefit statement which outlines their approach for delivering Community Benefits. In summary, they have committed through the life of the contract to provide Educational Support Initiatives, Community Enhancement, Supply Chain Development and Case Studies.

(SC Ref:752507)

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>