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Contract

## **Provision of a Self Service System for all SPS Sites**

Scottish Prison Service

F03: Contract award notice

Notice identifier: 2023/S 000-036664

Procurement identifier (OCID): ocds-h6vhtk-04254e

Published 13 December 2023, 2:45pm

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

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

Scottish Prison Service

Calton House, 5 Redheughs Rigg

Edinburgh

EH12 9HW

#### **Contact**

Jenny Cleworth

#### **Email**

[Jennifer.Cleworth@sps.pnn.gov.uk](mailto:Jennifer.Cleworth@sps.pnn.gov.uk)

#### **Telephone**

+44 1313303778

#### **Country**

United Kingdom

**NUTS code**

UKM75 - Edinburgh, City of

**Internet address(es)**

Main address

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

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00384](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00384)

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

National or federal Agency/Office

**I.5) Main activity**

Public order and safety

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## **Section II: Object**

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

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

Provision of a Self Service System for all SPS Sites

Reference number

01948

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

- 72500000 - Computer-related services

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

Services

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

SPS recognises that the ability of those in custody to develop their digital skills is limited to that of a classroom setting. As a result, the SPS has undertaken an active role in promoting the use of digital technology within its establishments, through the use of virtual visits and mobile phone technology. More recently, the SPS has undertaken a Proof of Concept (Test of Change) for a KIOSK service in one of its operational Establishments. Following the success of the PoC, the SPS is now looking to roll this out to all SPS operational Establishments.

One of the Digital Strategy's objectives is to enhance the digital skills of the Purchaser's staff group and move away from various transaction activities that take up a considerable amount of their time. The Purchaser's staff still rely extensively on paper based systems for managing basic day-to-day activities (including menu choice, staff requests, canteen purchases and other regular tasks). Research has identified that adoption of new technology requires active engagement and perceived positive outcomes from the user group(s) in order to accept new ways of working.

As a result of the above, the purpose of this tender activity is to appoint a supplier to install and manage a Self Service System to all operational Establishments. The system will include a standalone managed portal with a range of modules (including menu selection, PPC balance, staff messaging and notice board). The Contract Term shall be for a period of 5 years, plus up to an additional 2 year extension option.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKM - Scotland

Main site or place of performance

All SPS Sites

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

The SPS has commenced this procurement process in good faith and with the intention of awarding a contract. Following publication of the Contract Notice, an Invitation to Tender (ITT) including the Single Procurement Document (SPD (Scotland)) will be published by SPS and will be made available to bidders on Public Contract Scotland - Tender. Tender responses will then be evaluated by the SPS in accordance with the ITT.

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

Quality criterion - Name: Quality / Weighting: 35

Price - Weighting: 65

### **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

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## **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 022-190929](#)

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## **Section V. Award of contract**

### **Contract No**

01948

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

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## **Section VI. Complementary information**

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

(SC Ref:753194)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Edinburgh Sherriff Court

27 Chambers St

Edinburgh

EH1 1LB

Country

United Kingdom

Internet address

[www.scotcourts.gov.uk/the-courts/sheriff-court/find-a-court](http://www.scotcourts.gov.uk/the-courts/sheriff-court/find-a-court)