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Contract

CFM0398 - Plotbox Digital Bereavement System

Fife Council

F03: Contract award notice

Notice identifier: 2025/S 000-042320

Procurement identifier (OCID): ocds-h6vhtk-055cbc

Published 23 July 2025, 12:00pm

Section I: Contracting authority

I.1) Name and addresses

Fife Council

Fife House, North Street

Glenrothes

KY7 5LT

Contact

Owen Maxwell

Email

owen.maxwell-sw@fife.gov.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00187

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

CFM0398 - Plotbox Digital Bereavement System

II.1.2) Main CPV code

- 72260000 - Software-related services

II.1.3) Type of contract

Services

II.1.4) Short description

This procurement is for the purchase of the Plotbox system. This is a digital bereavement

system that allows management of crematorium, cemetery and burials.

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: £250,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM72 - Clackmannanshire and Fife

II.2.4) Description of the procurement

This contract is for the provision of the Plotbox Pro bereavement digitisation system. Plotbox is a cloud-based cemetery, crematorium and bereavement management solution that helps crematoria and cemeteries operate to high standards. The area of Fife has 2 crematoria located in Dunfermline and Kirkcaldy. The crematoria in Dunfermline covers the west of Fife and the Kirkcaldy crematoria covers the east. There are currently 115 cemeteries that Fife Council are responsible for with 62 of these cemeteries actively hosting burials.

II.2.5) Award criteria

Price

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

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:

Proposed direct award due to the uniqueness of the system that is being purchased. Fife Council's Procurement have researched multiple frameworks for possible alternatives to ensure a transparent, open and fair procurement process if conducted. Plotbos offer unique services that no known alternative could provide according to the market research that was conducted. Things such as portals for Funeral Directors and Memorial Masons were not something that was commonly found on any other alternative/framework.

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: [2025/S 000-038876](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 July 2025

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: 1

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

GSS NI t/a PlotBox

ECOS Centre Kernohans Lane, Broughshane Road

Ballymena

BT43 7QA

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £250,000

Section VI. Complementary information

VI.3) Additional information

(SC Ref:805127)

VI.4) Procedures for review

VI.4.1) Review body

Kirkcaldy Sheriff Court

Whytecauseway

Kirkcaldy

KY1 3BQ

Email

kirkcaldy@scotcourts.gov.uk

Telephone

+44 592260171

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Fife Council

North Street

Glenrothes

KY7 5LT

Email

owen.maxwell-sw@fife.gov.uk

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

VI.4.4) Service from which information about the review procedure may be obtained

Fife Council

North Street

Glenrothes

KY7 5LT

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owen.maxwell-sw@fife.gov.uk

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United Kingdom