

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/053978-2025>

Tender

Cloud - Based Computerised Maintenance Management System

National Library of Scotland

F02: Contract notice

Notice identifier: 2025/S 000-053978

Procurement identifier (OCID): ocds-h6vhtk-050c3a

Published 4 September 2025, 2:57pm

Section I: Contracting authority

I.1) Name and addresses

National Library of Scotland

George IV Bridge

Edinburgh

EH1 1EW

Email

rosa.mak@nls.uk

Telephone

+44 1316233700

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.nls.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11622

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Body governed by public law

I.5) Main activity

Recreation, culture and religion

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Cloud - Based Computerised Maintenance Management System

Reference number

2024.25.007

II.1.2) Main CPV code

- 48420000 - Facilities management software package and software package suite

II.1.3) Type of contract

Supplies

II.1.4) Short description

The National Library of Scotland ("the Library") is seeking to purchase of a cloud-based Computerised Maintenance Management System (CMMS) including data migration, implementation, training and service support to improve information management of its Estate Team operations, streamline of processes and enhance business efficiencies.

The Library is adopting a cloud-first approach and is therefore seeking a fully hosted SaaS (Software as a Service) solution, accessed through web browser and mobile devices to meet the Library's needs. The Library expects no on-premise installation.

II.1.5) Estimated total value

Value excluding VAT: £250,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

Main site or place of performance

57 George IV Bridge, Edinburgh EH1 1EW

II.2.4) Description of the procurement

The National Library of Scotland (the Library) is seeking to purchase of a cloud-based Computerised Maintenance Management System (CMMS) including data migration, implementation, training and service support to improve information management of its Estate Team operations, streamline of processes and enhance business efficiencies.

The Library is adopting a cloud-first approach and is therefore seeking a fully hosted SaaS (Software as a Service) solution, accessed through web browser and mobile devices to meet the Library's needs. The Library expects no on-premise installation.

The new CMMS will be able to manage all of the Library's premises including 4 sites in Edinburgh and 2 sites in Glasgow.

The required CMMS solution is expected to provide functionalities to assist the Library to achieve the following objectives:

- Reduce the time staff and managers spend running maintenance operations by streamlining processes.
- Provide clear reports, allowing the maintenance manager to keep track of spending and ensure money is used wisely.
- Enable staff, contractors, and users to easily report problems and see how repairs are progressing.
- Track jobs by time and cost, enabling clear understanding of how long things take and how much they cost.
- Report on performance to help improve services.
- Provide information that helps prove value for money to the Library and its Board.
- Connect with smart devices and cloud-based systems to improve automation and data sharing.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 60

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £250,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

3 x 24 months

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.2.14) Additional information

N/A

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 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 module.

Minimum level(s) of standards possibly required

Tenderers must be of sound economic standing to be able to fulfil contractual requirements if appointed. Tenderers must submit three most recent financial years of audited accounts including (i) balance sheets and (ii) profit and loss information - or equivalent information, according to circumstances.

It is a requirements for tenderers to hold, or commit to obtain prior to the commencement of any subsequently awarded contract the types and levels of insurances indicated below:

Employers Liability: 5,000,000 GBP

Professional Indemnity: 2,000,000 GBP

Public / Product Liability: 2,000,000 GBP

III.1.3) Technical and professional ability

List and brief description of selection criteria

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

Minimum level(s) of standards possibly required

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

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

The relevant contract performance conditions are included in the procurement documents.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.6) Information about electronic auction

An electronic auction will be used

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 000-018751](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

8 October 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

8 October 2025

Local time

2:00pm

Place

Public Contracts Scotland (PCS) Portal post box

Information about authorised persons and opening procedure

Ines Byrne - Procurement and Contracts Manager

Rosa Mak - Procurement and Contracts Partner

Neil Brown - Procurement and Contracts Officer

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Estimated to issue contract notice for replacement system in 3,5,7 or 9 years from now, depending on winning tenderer's performance.

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

This tender process will comprise of 2 stages where, following the initial evaluation of the tender responses, the tenderers

will be invited to a demonstration stage.

Findings from the demonstration stage will be used to verify Tenderer's scored written responses, including pass / fail responses, and will form part of the overall Quality score. Scores from written responses may be adjusted accordingly where applicable.

The Library is not bound to accept the lowest or any submission.

Form of Contract - the successful tenderer will be required to enter into a formal contract in the form as detailed in ITT.

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=808881.

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.

(SC Ref:808881)

Download the copy of the online SPD document here (to be completed online through postbox submission):

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=808881

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=808881.

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.

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:

Tenderers must provide their approach to community benefits including economic as part of the delivery of this contract.

The winning Tenderer will be required to discuss the content of their community benefit proposal with the Library and agree a plan for the delivery of the agreed community benefits which will become a condition of the contract.

The proposal must be measurable and reportable to the Library throughout the duration of this contract.

(SC Ref:808881)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=808881

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Edinburgh

Country

United Kingdom