

**United Kingdom-Aberdeen: Scheduling software package**

OJ S 16/2019 23/01/2019

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Bon Accord Support Services Ltd

Postal address: Inspire Building, 1st Floor, Beach Boulevard

Town: Aberdeen

NUTS code: UKM5 North Eastern Scotland

Postal code: AB24 5HP

Country: United Kingdom

Contact person: Chris Dunlop

E-mail: [CDunlop@bonaccordcare.org](mailto:CDunlop@bonaccordcare.org)

Telephone: +44 1224570400

**Internet address(es):**Main address: [www.bonaccordcare.org](http://www.bonaccordcare.org)Address of the buyer profile: [https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA29163](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA29163)**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 abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.publiccontractsscotland.gov.uk>Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <https://www.publiccontractsscotland.gov.uk>**I.4. Type of the contracting authority**

Other type: Local Authority Trading Company

**I.5. Main activity**

Health

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

**II.1.2. Main CPV code**

48332000 Scheduling software package

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Cloud based software service to enable dynamic scheduling, mobile workforce, roster management, workflow management and referrals management across a range of services for a health and social care company.

**II.1.5. Estimated total value**

Value excluding VAT: 700 000,00 GBP

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.2. Description**

**II.2.2. Additional CPV code(s)**

72212330 Scheduling and productivity software development services, 48330000 Scheduling and productivity software package

**II.2.3. Place of performance**

NUTS code: UKM50 Aberdeen City and Aberdeenshire

Main site or place of performance: Bon Accord Care 1st Floor, Inspire Building Beach Boulevard Aberdeen AB24 5HP

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

Bon Accord Care was set up as a private Ltd company in August 2013 to deliver adult social care to the city of Aberdeen. Aberdeen City Council is the sole owner of the company and contracts the company through the Aberdeen Health and Social Care Partnership. The company was set up to apply private sector innovations to the delivery of social care in order to maximise the efficiency of service delivery in the coming years.

The company also is free to develop outside business initiatives to generate profits that will be available as either a dividend to the shareholder or to fund additional care services to Aberdeen City. The organisation is made up of 2 commercial entities, Bon Accord Care Ltd (BAC) and Bon Accord Support Services Ltd (BASS). Having come through a significant organisational restructure between October 2016 and March 2018, the company now needs to focus on operational transformation and effectiveness in order to leverage the benefits of the restructure. The main way this will happen is through the application of mobile technology in delivering high quality and impact support services.

Regulated care is delivered by BAC with BASS holding the non-regulated care aspects of the business. This permits the company to operate as any other commercial undertaking.

Company information:

- turnover is approximately 26 000 000 GBP,
- employs around 920 permanent staff,
- over 200 bank staff on books at any one time,
- operate from 5 residential care homes,

- 4 very sheltered complexes,
- 40 sheltered housing complexes,
- 2 day-care facilities,
- services are 24 x 7 x 365 days,
- various other specialist facilities including Occupational Therapy, Reablement and Learning and Development,
- operates across Aberdeen City and parts of Aberdeenshire,
- contact with over 4 000 people per week, with over 2 000 clients,
- staff account for 85 % of operating costs.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

Value excluding VAT: 450 000,00 GBP

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Renewal of up to 12 months from 48 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**

### **Section III: Legal, economic, financial and technical information**

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#### **III.1. Conditions for participation**

##### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:

- 1) Experience in delivering similar scale projects in the health and social care sector; able to provide references from buyers relating to projects within the last 3 years;
- 2) Explicit understanding of GDPR, primary data site based in the UK, ideally back up site also UK based. Experience and understanding of undertaking data protection impact assessments;
- 3) Provision of application based software delivering intelligent scheduling software to a predominantly mobile workforce;
- 4) Integration; system must be able to use open API's to maximise integration capabilities with;
- 5) Configuration;
- 6) Project plan;

- 7) Asset tracking and management;
- 6) Cyber Security; as a minimum, must comply with ISO 27001;
- 7) Demonstrable experience in migrating, processing and managing GDPR Schedule 9 data;
- 8)
  - scheduling,
  - employee records,
  - client records,
  - GPS visibility,
  - GPS safeguarding,
  - waiting list management,
  - rota management,
  - auto-calculation of gross to pay,
  - auto-calculation of mileage,
  - workflow planning,
  - essential/,
  - desirable,
  - health and safety audits,
  - accident and incident reporting,
  - training records,
  - fieldwork/case management,
  - outcome measurement/management,
  - quality assurance,
  - complaints procedure.

### **III.2. Conditions related to the contract**

#### **III.2.2. Contract performance conditions**

Not applicable.

#### **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**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Open procedure

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

#### **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**

Date: 21/02/2019 Local time: 08:00

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

#### **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: 52 (from the date stated for receipt of tender)

#### **IV.2.7. Conditions for opening of tenders**

Date: 21/02/2019 Local time: 08:00

Place:

PCS website only.

Information about authorised persons and opening procedure: As above.

### **Section VI: Complementary information**

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#### **VI.1. Information about recurrence**

This is a recurrent procurement: no

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

- scheduling,
- employee records,
- client records,
- GPS visibility,
- GPS safeguarding,
- waiting list management,
- rota management,
- auto-calculation of gross to pay,
- auto-calculation of mileage,
- workflow planning,
- essential/,
- desirable,
- health and safety audits,
- accident and incident reporting,
- training records,
- fieldwork/case management,
- outcome measurement/management,
- quality assurance,
- complaints procedure.

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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:565791)

Download the ESPD document here: [https://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=565791](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=565791)

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

**VI.4.1. Review body**

Official name: Bon Accord Support Services Ltd

Postal address: Inspire Building, 1st Floor, Beach Boulevard

Town: Aberdeen

Postal code: AB24 5HP

Country: United Kingdom

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Telephone: +44 1224570400

Internet address: [www.bonaccordcare.org](http://www.bonaccordcare.org)

**VI.5. Date of dispatch of this notice**

21/01/2019