

United Kingdom-Aberdeen: Scheduling software package
OJ S 73/2019 12/04/2019
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

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

Telephone: +44 1224570400

Internet address(es):

Main address: www.bonaccordcare.org

Address of the buyer profile: 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.4. Type of the contracting authority

Other type: Local Authority Trading Company

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Supply of Electronic Call Monitoring, Scheduling and Workflow and Casework Management System

Reference number: BAC001.2019

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.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 572 000,00 GBP

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 limited 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 Limited (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

Quality criterion - Name: Systems Functionality / Weighting: 50

Quality criterion - Name: Integration with other systems / Weighting: 10

Quality criterion - Name: Sustainability / Weighting: 10

Quality criterion - Name: Reporting and performance / Weighting: 15

Quality criterion - Name: Project implementation / Weighting: 15

Price - Weighting: 60

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 IV: Procedure

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2019/S 016-033852](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

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

08/04/2019

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

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

V.2.3. Name and address of the contractor

Official name: Skedulo
Postal address: 90a High Street
Town: Berkhamsted
NUTS code: UKH23 Hertfordshire
Postal code: HP4 2BL
Country: United Kingdom
E-mail: JStokes@skedulo.com
Telephone: +44 7780437404
Internet address: www.skedulo.com
The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 580 000,00 GBP
Total value of the contract/lot: 572 000,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

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.

(SC Ref:580342)

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
E-mail: CDunlop@bonaccordcare.org
Telephone: +44 1224570400

Internet address: www.bonaccordcare.org

VI.5. Date of dispatch of this notice

09/04/2019