



Glasgow City Council

Contracts and Property Committee

Report by Director of Legal and Administration

Contact: Maureen Fitzpatrick Ext. 76406

Item 16

12th June 2025

The Provision of an ERP System Implementation Partner Service

Tender Reference: - GCC006307CPU

Purpose of Report:

To submit details of the tenders received for the provision of an ERP system implementation partner service and recommend acceptance of the most economically advantageous tender as detailed in this report.

Recommendations:

The Contracts and Property Committee is requested to approve the award of a contract for the provision of an ERP system implementation partner service to the supplier listed below.

MASTEK Systems Company Limited
Companies House Number - 07559069

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

1 Background and Tender

- 1.1 The council requires the provision of an Enterprise Resource Planning (ERP) system implementation partner (“the Partner”) to implement and configure the Oracle ERP cloud-based solution, which was purchased under a separate procurement competition, reference GCC006000CPU, and approved by the Contract and Property Committee at its meeting held on the 27 February 2025.
- 1.2 The Partner will work with the council to ensure continued delivery of back-office support services and delivery on the strategic objectives of the council. The back office software solution, to be adopted, is required to provide capacity for the core ERP, Human Capital Management, Financial Accounting, Procurement, Reporting, Integration Software, Workflow Technologies, Content Services, and Service Portal. It is anticipated that the existing SAP system will be decommissioned once the Oracle ERP software solution has been implemented/configured and agreed data from the existing system migrated.
- 1.3 An interdisciplinary team consisting of stakeholders from across the council departments including Finance, Digital Services, Legal and the Corporate Procurement Unit (CPU) was formed to develop requirements and support development of the sourcing strategy.
- 1.4 In line with the effective and efficient objective within the Council’s Sustainable Procurement Strategy 2023-2027, which can be located [here](#), and to support the national agenda in utilising national collaborative frameworks, it was agreed that a mini competition process from Lot 1 of Crown Commercial Services’ (CCS) framework agreement (framework) for RM6193 Software Design and Implementation Services would be the appropriate route to market to deliver the contract.
- 1.5 The duration of the contract is for 3 years with the option to extend for 1 period of up to 12 months.

2 Evaluation

- 2.1 As part of the premarket engagement, an expression of interest was issued to the 54 suppliers appointed under Lot 1 of the CCS framework. 13 of the 54 suppliers expressed an interest and were instructed to register on Public Contracts Scotland Tender (PCS).
- 2.2 The 13 suppliers were invited to bid and 5 submitted a bid. Of the 8 suppliers that failed to bid 4 cited reasons for not competing. The first supplier stated it did not have the resource to submit a response, the second supplier stated the requirements did not match the risk profile, the third supplier stated timing, and the fourth supplier stated it was unable to submit a bid due to capacity and the level of active tenders.
- 2.3 1 supplier’s bid was deemed non-compliant and removed from the evaluation process and 2 suppliers bids were rejected having followed the Abnormally Low

Tenders process in line with Regulation 69 of the Public Contracts (Scotland) Regulations 2015.

2.4 The award evaluation was based on the following criteria and weightings:-

Price	Quality	Quality Sub Criteria	
30%	70%	Quality questions breakdown = 65%	
			Percentage
		Data Migration	10%
		Solution and Business Process Design	4%
		Solution and Business Process Design	3%
		Solution and Business Process Design	3%
		Solution Build	7%
		System Integration	7%
		Testing	6%
		Solution Deployment	5%
		Project Management	5%
		Hypercare	5%
		KT and Training	5%
		Reporting	5%
		Total	65%
		Fair Work First 5%	
		Community Benefits - Mandatory Pass / Fail	

2.5 The evaluation of award scoring and award value of the supplier which has been recommended for award is shown in the table below:

Description	Supplier	Total Evaluation Score	Total Value (Contract Duration)	Rank
The Provision of an ERP System Implementation partner service	MASTEK Systems Company Limited	90.40%	£3,994,096	1

A summary of the unsuccessful tender evaluation results can be found at Appendix A.

3 Contract implementation and Supplier Management

3.1 The outcome of our Contract Management Assessment Tool (CMAT) has deemed this contract to be categorised as a medium. The supplier will be monitored in line with our contract and supplier management process which includes tracking the supplier's performance against the key performance indicators and working collaboratively to identify opportunities of improvement and innovation.

- 3.2 The agreed community benefits outcomes commitments will be monitored via Cenefits which is a web-based monitoring tool. We will also capture sustainable commitments within the CPU Sustainable Register.

4 Policy and Resource Implications

Resource Implications:

Financial: The estimated award value over the duration of the contract, if the extension is required is £3,994,096.

The contract value will be met by the ERP Replacement Programme budget which has been agreed as part of the overall Digital Services budget.

Payment milestones have been included in the contract terms and conditions, based on the tender's submission

Legal: The report raises no new legal issues.

The Director of Legal and Administration will be responsible for concluding the contract.

Personnel: No direct personnel implications.

Procurement: A mini competition as detailed within section 1.4.

Council Strategic Plan:

The contract will support Grand Challenges 2 and 4 in the council's Strategic Plan.

Fight the climate emergency in a just transition to a net zero Glasgow.

Enable staff to deliver essential services in a sustainable, innovative, and efficient way for our communities.

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25

Yes - the Sustainable Procurement Duty requires that before a contracting authority buys anything, it must think about how it can improve the social, environmental and economic wellbeing of the area in which it operates, with a particular focus on reducing inequality.

What are the potential equality impacts as a result of this report?

An EQIA was not required for this contract as there is no impact/ The EQIA, in summary, does not detail any negative impacts by implementing this contract.

Please highlight if the policy/proposal will help address socio economic disadvantage.

Fair Work First was included as part of the award criteria with a weighting of 5%.

The supplier recommended for award, MASTEK Systems Company Limited, has confirmed the following policies within its tender submission;

- It provides appropriate channels for effective workers' voice
- Investment in workforce development
- No inappropriate use of zero hours contracts

Community Benefit was included as part of the tender process. The supplier recommended for award, Mastek System Company Limited, has confirmed the following outcomes:

- School Mentoring or Enterprise Programme x 2
- Taster Sessions (Council or Delivery Partner Programmes) x 2
- Work Experience Placement – School x 2
- Work Experience Placement - Non School x 2
- Career Event = x 2
- Workplace Visit = x 5
- Supply Chain Briefings = x 1
- Community Engagement - Financial Support - [min. of £1,000] x 5
- Community Engagement - Non-Financial Support - [min. of 10 hrs.] x 2

The proposal supports outcome 1 of the councils Equality Outcomes 2021 to 2025.

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:

Yes, Recommendation 51 - the new City Development Plan presents a vision for a low carbon city that can guide the development of proposals and planning decisions that help our city respond to the climate challenge.

Carbon reduction action is supported via the CCS framework - all suppliers have committed to comply with the Procurement Policy Note 06/21: 'Taking account of Carbon Reduction Plans in the procurement of major government contracts.

What are the potential climate impacts as a result of this proposal?

These may include supporting reduction of energy consumption through new technology.

Will the proposal contribute to Glasgow's net zero carbon target?

The recommended supplier's, MASTEK Systems Company Limited, Carbon Management Plan includes the following key mitigations:

- aims to achieve Net-Zero emissions by 2030 by reducing emissions by over 80% and offsetting the remaining 20%.
- actively working with Carbon Footprint Ltd to assess emissions and track reduction targets.
- includes initiatives like switching to electric vehicles, prioritizing suppliers who help achieve Net-Zero, and implementing energy-efficient equipment in offices.

Privacy and Data Protection impacts:

No data protection impacts identified.

5 Recommendations

The Contracts and Property Committee is requested to approve the award of a contract for the provision of an ERP System Implementation partner service to the supplier listed below.

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Companies House Number - 07559069

Appendix A – Unsuccessful Supplier

Supplier	Total Evaluation Score	Rank
Bramble Hub Limited Companies House Number - 4136381	71.78%	2