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Planning

## **SPS-02244 Provision of Microsoft Service Support**

Scottish Prison Service

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-000391

Procurement identifier (OCID): ocids-h6vhtk-04cdfa

Published 7 January 2025, 4:03pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Scottish Prison Service

One Lochside, 1 Lochside Avenue

Edinburgh

EH12 9DJ

#### **Contact**

Christina McKelvie

#### **Email**

[christina.mckelvie@prisons.gov.scot](mailto:christina.mckelvie@prisons.gov.scot)

#### **Telephone**

+44 1313303858

#### **Country**

United Kingdom

**NUTS code**

UKM75 - Edinburgh, City of

**Internet address(es)**

Main address

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

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00384](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00384)

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

National or federal Agency/Office

**I.5) Main activity**

Public order and safety

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

SPS-02244 Provision of Microsoft Service Support

Reference number

SPS-02244

#### **II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The SPS require the provision of support for its MS based portfolio. This shall include but is not limited to the following:

- Technical Support – Organisation wide 24/7 problem resolution support – As needed without limit on hours spent resolving or number of incidents.
- Backoff and escalation to Microsoft for Critical / escalated incidents if the bidder is unable to resolve.
- Escalation Management – Named resource assigned for critical issues.
- IT health – On Demand assessments and Operational Surveys, including setup and configuration services (Numbers/costs to be detailed in tender)
- Account Management – Designated Customer Success Account Manager
- Optional Technical Training – On demand Videos, hands on labs, learning paths and expert led webcasts. (Numbers/costs to be detailed in tender)

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

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

The purpose of this Prior Information Notice (PIN) is to determine interest within the marketplace for this project. Those who are interested in this PIN should contact the SPS representative detailed in this PIN in the first instance to discuss the scope further. The SPS are currently developing a strategy for this project, meaning that the procurement route has not yet been determined. Further details will be provided in due course after a decision has been reached.

## **II.3) Estimated date of publication of contract notice**

13 January 2025

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## **Section IV. Procedure**

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

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

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

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=784581](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=784581).

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