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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): ocds-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

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

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

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

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

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.

(SC Ref:784581)