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Contract

## **TENDER FOR THE PROVISION OF INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SERVICE DELIVERY SUPPORT**

Angus Housing Association Ltd

F03: Contract award notice

Notice identifier: 2024/S 000-001962

Procurement identifier (OCID): ocds-h6vhtk-0406b4

Published 19 January 2024, 3:35pm

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

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

Angus Housing Association Ltd

93 High Street

Arbroath

DD11 1DP

#### **Email**

[scott.traynor@aha.org.uk](mailto:scott.traynor@aha.org.uk)

#### **Telephone**

+44 3451772244

#### **Fax**

+44 1241430355

**Country**

United Kingdom

**NUTS code**

UKM71 - Angus and Dundee City

**Internet address(es)**

Main address

<http://www.angusha.org.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA15743](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA15743)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

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

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

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

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

TENDER FOR THE PROVISION OF INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SERVICE DELIVERY SUPPORT

Reference number

AHA/IT/2023

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

- 72222300 - Information technology services

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

Services

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

The requirement is for a reliable and high performing ICT support service to allow the Association to maintain its day-to-day business operations and to assist the Association in developing ICT as part of the Association's commitment to meeting its strategic objectives which includes a greater focus on digital service to increase efficiency and services to customers.

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £217,346

### **II.2) Description**

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

- 72222300 - Information technology services

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

NUTS codes

- UKM71 - Angus and Dundee City

Main site or place of performance

Angus Housing Association

Arbroath

Angus

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

The requirement is for a reliable and high performing ICT support service to allow the Association to maintain its day-to-day business operations and to assist the Association in developing ICT as part of the Association's commitment to meeting its strategic objectives which includes a greater focus on digital service to increase efficiency and services to customers.

The Association currently has an outsourced contract with an ICT provider for a Managed Service that includes but is not limited to:

Level 1 – ICT Support Desk

Level 2 – ICT Technical Support, Break Fix, on-site and remote

Level 3 – Technical Escalation

Planned and one-off delivery of agreed and costed projects. Remote monitoring and device management, including patching of high risk and critical updates. Ad hoc, ICT related services.

The current contract ends on 31st January 2024. It is expected that the contract will run with a 2 week overlap to ensure that support desk open tickets can be transferred over if required.

The Association has no on-site or remote servers in management. We fully utilise MS Office Professional and cloud storage solutions.

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

Quality criterion - Name: Contract & Performance Management / Weighting: 35

Quality criterion - Name: Presenting new technology options for delivering efficiency and optimising customer engagement / Weighting: 25

Quality criterion - Name: Changing out the scope of technology to become integrated and supported / Weighting: 10

Quality criterion - Name: Disaster recovery / Business critical loss / Weighting: 10

Quality criterion - Name: Software licencing advice and support / Weighting: 5

Quality criterion - Name: On boarding policies & procedures / Weighting: 5

Quality criterion - Name: Community Benefits / Weighting: 5

Quality criterion - Name: Fair Work Practices / Weighting: 5

Price - Weighting: 40

### **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

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## **Section IV. Procedure**

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

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

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-028811](#)

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## **Section V. Award of contract**

### **Contract No**

AHA/IT/2023

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

17 January 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 11

Number of tenders received from SMEs: 11

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

Number of tenders received from tenderers from non-EU Member States: 11

Number of tenders received by electronic means: 11

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

#### **V.2.3) Name and address of the contractor**

Shackleton Technologies (Holdings) Ltd

Unit 4, Delta House, Gemini Crescent, Technology Park

Dundee

DD2 1SW

Telephone

+44 1382250900

Country

United Kingdom

NUTS code

- UKM71 - Angus and Dundee City

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £217,346

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## **Section VI. Complementary information**

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

(SC Ref:755777)

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

#### **VI.4.1) Review body**

Dundee Sheriff Court

6 West Bell Street

Dundee

DD1 9AD

Country

United Kingdom