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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): ocids-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

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

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

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

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](#)

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

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