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Tender

## **IT Managed Service**

Clyde Valley Housing Association Limited

F02: Contract notice

Notice identifier: 2022/S 000-011327

Procurement identifier (OCID): ocds-h6vhtk-0332dc

Published 3 May 2022, 12:00pm

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

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

Clyde Valley Housing Association Limited

50 Scott Street

Motherwell

ML1 1PN

#### **Email**

[it@cvha.org.uk](mailto:it@cvha.org.uk)

#### **Telephone**

+44 1698268855

#### **Fax**

+44 1698268855

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://cvha.co.uk/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA11082](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11082)

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

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

Other type

Housing Association

**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**

IT Managed Service

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

- 72222000 - Information systems or technology strategic review and planning services

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

Services

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

Clyde Valley Housing Association wishes to procure an IT Services Partner to work with us over the next 3-5 years to deliver an IT managed service contract. Details of scope can be found in the attached ITT document.

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

This contract is divided into lots: No

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

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

- 72222000 - Information systems or technology strategic review and planning services

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

NUTS codes

- UKM84 - North Lanarkshire

Main site or place of performance

Motherwell

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

The core scope includes the following:

- Advisory services with respect to the use of Microsoft cloud to support digital transformation in housing associations
- Microsoft 365, Office 365 support backed up by appropriate Microsoft gold competencies
- Full management of Office 365 including licencing. Being a registered charity Non-Profit pricing will be required. This would also need to include domain management of new and existing domain names
- Full management and support of Citrix environment
- Management and administration of M365 licensing and active asset management to set an appropriate plan and budget for device refresh and infrastructure renewals
- Physical and virtualised application / database server maintenance and support
- Monitoring and management of the current Datto backup solution inc. verification and testing of backups to ensure ongoing integrity and assurance of the backup effectiveness and ongoing ability to restore data and apps
- Management of our Sophos AV estate and endpoints
- Disaster recovery and business continuity services including the testing and maintenance of the DR plan. In the event of a major event that renders on site equipment unusable (e.g. theft, flooding, failure etc.) suppliers must be able to restore all systems (including the provision of alternative core equipment) with data restored to the latest backup within 72 hours. All data storage and retention is to meet relevant data protection legislation. There must be a minimum of one full, successful Disaster Recover Test per year with documented evidence of the test. Where appropriate, the report should include recommendations for changes/improvements to the recovery process
- Device management including patch management of end user devices and all active equipment on the infrastructure at per ITSM configuration management best practice
- End user support inc. 1st, 2nd, 3rd line 08:00-18:00 Monday to Friday for c100 users
- Active network monitoring / remote monitoring with out of hours identification, triage and resolution of all outages/faults 24x7 excluding bank holidays. Proactive checking of servers to identify potential faults and take appropriate action before the fault causes issues for users
- Asset Management
- Wireless, local area and wide area networking

-ITSM ITIL lifecycle management

-CSM, account management, road mapping and performance reporting

-Proactive and partnership approach to delivering innovation to the Association, presenting ideas, improvements and future roadmap to improve the Association's security, resilience, network and applications.

-We will require as a minimum weekly review meetings with a Client Manager during our transition period, and quarterly thereafter with a monthly report to review helpdesk queries and SLA and KPI performance to date.

In addition, there are other services which may come online during the course of the contract. These are detailed in the ITT document.

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

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

2 x 1 year extensions

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 5

Maximum number: 8

Objective criteria for choosing the limited number of candidates:

Selection criteria as detailed in the ITT document.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

In addition to the core services there are other services which may come online during the course of the contract. These are detailed in the ITT document. Whether these come online is at the sole discretion of the Association.

#### **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 III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

Insurance

Minimum Turnover

Financial Health

Minimum level(s) of standards possibly required

Public liability GBP 5 million

Employers liability GBP 10 million

Professional Indemnity GBP 10 million

Minimum Turnover GBP 85 thousand per annum

Financial Health 2 years of accounts must be submitted and pass a financial health check

### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

Past experience

Minimum level(s) of standards possibly required

2 relevant examples of similar size & nature services provided by the Tenderer over the past 3 years to demonstrate that the Tenderer holds the relevant experience to deliver the services as set above.

## **III.2) Conditions related to the contract**

### **III.2.2) Contract performance conditions**

Contract will be subject to Key Performance Indicators

### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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## **Section IV. Procedure**

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

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

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

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

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

2 June 2022

Local time

12:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

13 June 2022

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 5 years



## **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

## **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=691809](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=691809).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

This will be a question in the tender process.

(SC Ref:691809)

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

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

Hamilton Sheriff Court

Hamilton

Country

United Kingdom