

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/013874-2026>

Tender

Managed IT & Telephony services, including support and maintenance

Atrium Homes

F02: Contract notice

Notice identifier: 2026/S 000-013874

Procurement identifier (OCID): ocds-h6vhtk-0654f8

Published 16 February 2026, 1:55pm

Section I: Contracting authority

I.1) Name and addresses

Atrium Homes

Atrium House, 14 Central Avenue

Kilmarnock

KA1 4PS

Email

atrium@shawc.co.uk

Telephone

+44 1563528816

Country

United Kingdom

NUTS code

UKM93 - East Ayrshire and North Ayrshire mainland

Internet address(es)

Main address

<http://www.atrium-homes.co.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA19462

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Managed IT & Telephony services, including support and maintenance

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

Atrium Homes seeks a Managed Service Provider (MSP) to assume and continue all current managed services, accelerate adoption of Microsoft 365, transition remaining on-premises services to cloud, and deliver an ongoing, proactive and strategic service (security, governance, roadmap, and value assurance).

II.1.5) Estimated total value

Value excluding VAT: £200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

Atrium House, Central Avenue, Shortlees, Kilmarnock, KA1 4PS

II.2.4) Description of the procurement

Atrium Homes intends to appoint a suitably qualified Managed Service Provider (MSP) to deliver end-to-end managed IT services.

The appointed MSP will

- (a) assume and continue all current managed services across end-user, server, network, security, voice and connectivity;
- (b) lead the adoption of Microsoft 365 and modern endpoint management;
- (c) migrate remaining on-premises services to cloud services (Microsoft 365/Azure/SaaS) including structured decommissioning; and
- (d) provide a proactive strategic service encompassing cyber security alignment, compliance readiness (including Cyber Essentials/Plus), service governance, and continuous improvement.

Current estate/services to be continued:

Direct End User support & operations: Business-hours service desk (08:00–18:00 Mon–Fri incl. Bank Holidays), SLA-backed, unlimited remote/on-site escalation, ticketing, device/OS support, network monitoring and reporting, server/desktop patching and upgrades (including Azure workloads), software/hardware procurement assistance, DNS management, MDM via Microsoft Intune, Zero Trust & Conditional Access via Entra/Intune/M365 Business Premium, Microsoft 365 tenant and licence management, vulnerability scanning & remediation, Cyber Essentials/Plus preparation, user/management training, simulated phishing, dark web scans, and quarterly technology business reviews.

Security & tooling bundle: Server backup & DR, EDR/next-gen anti-malware, DNS filtering, RMM/patching/auditing agent, SaaS backup for M365 (Exchange, SharePoint, Teams), third-party patching (e.g., Adobe/Sage), and an application allow-listing control.

Connectivity / telephony / edge: Management of Business FTTP 1G/115 and FTTP 550/75 circuits; SonicWALL Firewall-as-a-Service (TZ570) under contract to April 2028; Ubiquiti U6-Pro managed Wi-Fi (x3 APs); VoIP Horizon user subscriptions (x30); Horizon Webex softphone subscriptions (x25); Mobile Business Extra +4GB (x10); and Azure DR/BC (standby images) environment.

Additional outcomes sought:

Microsoft 365 adoption across collaboration, security and management (Exchange Online,

SharePoint Online/OneDrive for Business, Teams incl. telephony integration options, Intune modern management, Entra ID security baselines, data classification/DLP and retention).

Cloud migration & on-prem decommissioning, including discovery, dependency mapping, migration execution (files, apps, identity, policies), validation and controlled switch-off.

Proactive strategy & governance: Quarterly (minimum) executive reviews with roadmap; continuous security posture improvement; budget & licence optimisation; risk management and compliance readiness (CE/CE+), and measurable service improvement plans.

Contract type/term: Multi-year managed service with transition-in, steady-state, and optional transformation work-packages (migration/adoption), with exit assistance at end of term.

Supplier qualifications: Demonstrable Microsoft 365 and Azure competence; experience with housing or regulated sectors, CE/CE+ readiness, and managed firewall/voice/connectivity; capacity to deliver both BAU and transformation without service disruption.

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

Start date

1 July 2026

End date

30 June 2029

This contract is subject to renewal

Yes

Description of renewals

Contract will be awarded for an initial period of 3 years. Further 12 months extensions may be agreed, subject to performance and up to a maximum of 7 years in total.

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

Envisaged minimum number: 5

Maximum number: 6

Objective criteria for choosing the limited number of candidates:

Atrium Homes intends to invite a minimum of 5 candidates to tender.

Where more than 5 candidates meet the minimum selection criteria, the following objective weighting will be applied to the case studies provided in SPD Part IV, Section C (Relevant Experience):

- Experience in Cloud Migration & Legacy Decommissioning: 40%
- Security Management & CE+ Compliance Readiness: 30%
- Managed Service Delivery (M365/Network/Voice): 20%
- Strategic Governance & Roadmap Delivery: 10%

Each case study will be scored 0–5 based on its relevance to the requirements detailed in the Project Brief. The 5 highest-ranking candidates will be shortlisted.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

We may ask the selected supplier to provide replacement Hardware when the existing kit becomes end of life - this could include (but limited to) PCs, Mobile Devices, Tablets, Networking Hardware, Security, and a replacement telephony solution.

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Bidders must be registered on the Companies House register (or the equivalent in their member state) and provide their unique registration number.

Bidders must confirm they hold any necessary authorisations or memberships of professional organizations required to deliver Managed IT and Cyber Security services within the United Kingdom.

It is a requirement of this contract that the successful provider is registered with the Information Commissioner's Office (ICO). Bidders must provide their Data Protection Registration Number.

III.1.2) Economic and financial standing

List and brief description of selection criteria

1. Minimum Yearly Turnover

Requirement: Bidders must have a minimum yearly turnover of 400,000.00

2. Financial Ratios

Requirement: Bidders must provide their last two years of audited accounts. The Authority will use these to assess Liquidity and Profitability.

Minimum level(s) of standards possibly required

3. Insurance Requirements

Employer's Liability Insurance: Minimum 5,000,000.00

Public Liability Insurance: Minimum 5,000,000.00

Professional Indemnity Insurance: Minimum 2,000,000.00

Cyber Liability Insurance: Minimum 1,000,000.00

III.1.3) Technical and professional ability

List and brief description of selection criteria

1. Relevant Examples (SPD Part IV, Section C)

Bidders must provide three case studies from the last three years demonstrating experience in:

- Transitioning a legacy estate (Servers/Network/Voice) to a managed service model.
- Executing complex Microsoft 365 migrations and on-premises decommissioning.
- Supporting organisations in regulated sectors (e.g., Housing, Finance, or Health).

Minimum level(s) of standards possibly required

2. Technical Staff & Qualifications

Bidders must confirm that the personnel responsible for the contract hold:

Microsoft Certifications: Relevant "Solutions Partner" designations or individual certifications in Azure Administrator Associate and M365 Enterprise Administrator.

Cyber Security: Experience in implementing Cyber Essentials Plus and Zero Trust frameworks.

3. Quality Assurance and Environmental Management

Quality: Possession of ISO 9001 (Quality Management) or a robust internal equivalent.

Security: Possession of ISO 27001 (Information Security Management).

III.2) Conditions related to the contract

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

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: No

IV.2) Administrative information

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

Date

18 March 2026

Local time

12:00pm

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

25 March 2026

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

Tender must be valid until: 1 September 2026

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

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=822422.

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.

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.

(SC Ref:822422)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=822422

VI.4) Procedures for review

VI.4.1) Review body

Court of Session

Parliament House, Parliament Square

Edinburgh

EH1 1RQ

Country

United Kingdom