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Tender

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

Angus Housing Association Ltd

F02: Contract notice

Notice identifier: 2023/S 000-028811

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

Published 29 September 2023, 2:22pm

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.3) Communication

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

<https://www.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publiccontractsscotland.gov.uk/>

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.1.5) Estimated total value

Value excluding VAT: £350,000

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

- 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

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £350,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

This contract is open for renewal based on the following 2YRS + 1YRS

II.2.10) Information about variants

Variants will be accepted: No

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 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

the relevant selection criteria will be included in the SPD Scotland module.

III.1.2) Economic and financial standing

List and brief description of selection criteria

the relevant selection criteria will be included in the SPD Scotland module.

Minimum level(s) of standards possibly required

the relevant selection criteria will be included in the SPD Scotland module.

III.1.3) Technical and professional ability

List and brief description of selection criteria

the relevant selection criteria will be included in the SPD Scotland module.

Minimum level(s) of standards possibly required

the relevant selection criteria will be included in the SPD Scotland module.

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

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

Date

30 October 2023

Local time

12:00pm

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: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

30 October 2023

Local time

12:00pm

Place

AHA Offices via PCS Postbox

Information about authorised persons and opening procedure

Scott Traynor

Procurement Lead

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2028

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=746137.

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:746137)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=746137

VI.4) Procedures for review

VI.4.1) Review body

Dundee Sheriff Court

6 West Bell Street

Dundee

DD1 9AD

Country

United Kingdom