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Contract

## **IT Managed Service**

Clyde Valley Housing Association Limited

F03: Contract award notice

Notice identifier: 2024/S 000-035739

Procurement identifier (OCID): ocds-h6vhtk-04b3eb

Published 5 November 2024, 10:06am

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

The contract is awarded by a central purchasing body

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

Value excluding VAT: £229,935

### **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.2.11) 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 IV. Procedure**

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

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

Restricted procedure

#### **IV.1.6) Information about electronic auction**

An electronic auction will be used

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

Notice number: [2022/S 022-190075](#)

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

A contract/lot is awarded: Yes

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

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

23 November 2022

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

Number of tenders received: 18

Number of tenders received from SMEs: 18

Number of tenders received from tenderers from other EU Member States: 18

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 18

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

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

TSG

International House, Stanley Boulevard

Hamilton

G72 0BN

Telephone

+44 3332200777

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<https://www.tsg.com/get-in-touch/>

The contractor is an SME

Yes

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

Total value of the contract/lot: £229,935

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## **Section VI. Complementary information**

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

(SC Ref:780684)

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

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

Hamilton Sheriff Court

Hamilton

Country

United Kingdom