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Tender

Managed Service Provider and Associated Services Procurement

Glen Oaks Housing Association

F02: Contract notice

Notice identifier: 2024/S 000-036203

Procurement identifier (OCID): ocds-h6vhtk-04b4ee

Published 8 November 2024, 10:17am

Section I: Contracting authority

I.1) Name and addresses

Glen Oaks Housing Association

3 Kilmuir Drive, Arden

Glasgow

G46 8BW

Contact

Charles Brooks

Email

charles.brooks@3cconsultants.co.uk

Telephone

+44 1416380999

Fax

+44 1416385999

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

<http://www.glenoaks.org.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA13863

I.3) Communication

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

<https://www.publictendersscotland.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.publictendersscotland.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 Service Provider and Associated Services Procurement

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Glen Oaks are looking for a Managed Services Provider (MSP) to fully manage their IT, comms, cyber and telephony. Most software is hosted on site; however, the plan is to migrate most systems to the cloud within the next 18 to 24 months. Users will be requested to contact the new supplier directly managing all calls with guidance provided by the in-house team. This is a four year contract.

II.1.5) Estimated total value

Value excluding VAT: £360,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

The procurement phase of the project is scheduled to be completed by end January 2025. We would like contracts signed by early February 2025 with migration and implementation completed by end May 2025.

II.2.5) Award criteria

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

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

Duration in months

48

This contract is subject to renewal

No

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.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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: Yes

IV.2) Administrative information

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

Date

13 December 2024

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

13 December 2024

Local time

12:00pm

Place

Online

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Glen Oaks will be holding a supplier day enabling an opportunity for suppliers to understand the tender in more detail and to ask questions. Attendance of the supplier day is not compulsory and will have no impact with any tender response.

The supplier day will take place via Microsoft Teams at 10.30 27 November 2024.

Suppliers who wish to attend are asked to request an invite through a message on PCS.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 051124. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

(SC Ref:782503)

VI.4) Procedures for review

VI.4.1) Review body

Glen Oaks Housing Association Limited

Glasgow

Country

United Kingdom