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Tender

## **Managed Service Provider and Associated Services Procurement**

Glen Oaks Housing Association

F02: Contract notice

Notice identifier: 2024/S 000-036296

Procurement identifier (OCID): ocds-h6vhtk-04b530

Published 8 November 2024, 3:05pm

### **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](mailto: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](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.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**

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**

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

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## **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

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## **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

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## **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.

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=782907](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=782907).

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.

(SC Ref:782907)

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

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

Glen Oaks Housing Association Limited

Glasgow

Country

United Kingdom