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Contract

GCC006201CPU - Framework Agreement for the Provision of ICT Advisory Services

Glasgow City Council

F03: Contract award notice

Notice identifier: 2025/S 000-067954

Procurement identifier (OCID): ocids-h6vhtk-04ed3a

Published 23 October 2025, 4:39pm

Section I: Contracting authority

I.1) Name and addresses

Glasgow City Council

40 John St, City Chambers

Glasgow

G2 1DU

Contact

Ross MacLeod

Email

corporateprocurement@glasgow.gov.uk

Telephone

+44 1412872000

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

<http://www.glasgow.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00196

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

GCC006201CPU - Framework Agreement for the Provision of ICT Advisory Services

Reference number

GCC006201CPU

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

Glasgow City Council invites tenders for appointment to a framework agreement for the provision of ICT advisory services.

The framework agreement will be split in to four lots, as follows:

Lot 1 – Cyber Security Advisory Services

Lot 2 – Digital Advisory Services - Enterprise Systems

Lot 3 – Digital Advisory Services - Digital Services

Lot 4 - Digital Advisory Services - Connected Services

The council are seeking to appoint a single supplier to each of the four lots, to provide Services to the council under these four categories, as and when required.

The framework agreement is expected to run for an initial period of two years, with the option for Glasgow City Council to extend by up to a further 24 months, at their sole discretion.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £8,000,000

II.2) Description

II.2.1) Title

Provision of Cyber Security Advisory Services

Lot No

1

II.2.2) Additional CPV code(s)

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 72222000 - Information systems or technology strategic review and planning services

- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

UK, Glasgow

II.2.4) Description of the procurement

Glasgow City Council invites tenders for the provision of Cyber Security Advisory Services.

The Cyber Security Advisory Service will play a role in the multisource ICT delivery model by providing expert guidance on security best practices and cyber security risk controls within the council. This service will assist the council's in-house Intelligent Client Function to ensure that all technology providers adhere to the council's security policies and will help maintain a robust security posture by identifying potential vulnerabilities and risks.

As such the scope of the cyber security advisory services which may be required under Lot 1 may include but not be limited to:

- Providing assurance of security activity, including provision of impartial assessment, audit and reports
- Performing compliance monitoring and reporting
- Assessing compliance with security and information assurance strategies, objectives, policies and processes
- Liaising with the council's internal audit function to ensure adequate testing of the information assurance programme
- Providing assurance that risks have been mitigated or are accepted by the SIRO
- Assessing the adequacy of controls which are delivered by the Managed Service Providers and monitored by the MSSP to ensure the council maintains PSN and PCI certification
- Assisting the council in obtaining CE+ certification

- Reviewing technology controls and policies
- Providing independent verification of controls
- Reporting to the Councils ICF and SIRO on security compliance and capability
- Joining incident teams as required, i.e., Bronze & Silver Teams and reporting into Gold Teams.

There is no guarantee of the level of business which may arise as a result of this framework. The following values are provided as an estimate only:

Lot 1 – As a demand led agreement, to take account of cyber security advisory services within scope which may be identified throughout the duration, a maximum value of up to 500,000 GBP (excl VAT) per annum has been used for the purposes of establishing lot 1 of the framework agreement. The council is under no obligation to spend any amount under this Framework Agreement.

II.2.5) Award criteria

Quality criterion - Name: Fair Work First / Weighting: 5

Quality criterion - Name: Quality Criterion -Service Delivery and Approach – Scope of Services / Weighting: 30

Quality criterion - Name: Quality Criterion - Mobilisation / Weighting: 5

Quality criterion - Name: Quality Criterion - Service Delivery and Approach – Multiple Projects / Weighting: 5

Quality criterion - Name: Quality Criterion - Resourcing the Framework Agreement / Weighting: 15

Quality criterion - Name: Quality Criterion - Relationship Management / Weighting: 10

Price - Weighting: 30

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

II.2) Description

II.2.1) Title

Provision of Digital Advisory Services - Enterprise Systems

Lot No

2

II.2.2) Additional CPV code(s)

- 72222000 - Information systems or technology strategic review and planning services
- 72222300 - Information technology services
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

UK, Glasgow

II.2.4) Description of the procurement

Glasgow City Council invites tenders for the provision of Digital Advisory Services - Enterprise Systems.

Enterprise Systems are defined as the software solutions that support the back-office operations of the council. These systems support areas such as finance, payroll, social care and leisure. The council has identified 20 parent applications that hold regulatory, financial or highly sensitive data. Some have related child applications such as for reporting or additional functionality. There are around 120 citizen or line of business systems that are important to the operations of the council and several hundred smaller or desktop applications.

The council may ask the Digital Advisory Service – Enterprise Systems Supplier to assist the council's Intelligent Client Function in identifying opportunities to rationalise and simplify the estate.

As such the scope of the digital advisory services which may be required under Lot 2 may include but not be limited to:

- Identify solutions which are appropriate to migrate to cloud
- Assess application consolidation opportunities
- Maximise the business value from existing technology investment
- Supporting the council to implement an Agile Framework
- Supporting engagement with <https://digitalacademy.gov.scot/>
- Supporting Business Cases aligned to HMG Green Book
- Supporting horizon scanning of solutions and technologies available in the market
- Supporting new ways of working to help embed digital opportunities
- Providing organisational change management services
- Supporting adoption of solutions advised by the Scottish Digital Office and removal of bespoke and customised solutions
- Carrying out process and functionality gap analysis, Total Cost of Ownership analysis, Business process redesign recommendations
- Supporting Enterprise Architecture
- Evaluation of solutions for business and technical fit
- Monitoring the technology market and providing the council with opportunities
- Support with procurement processes as required including defining functional and non-functional requirements and preparing budget estimates
- Provision of project and programme management services
- Supporting and advise on benefits realisation

Requests for project specific digital advisory services may require the Supplier to provide a team of specialists to deliver a project requirement, or may require the Supplier to work with council personnel to deliver an outcome.

There is no guarantee of the level of business which may arise as a result of this framework. The following values are provided as an estimate only:

Lot 2– As a demand led agreement, to take account of digital advisory services (within the scope of enterprise systems) which may be identified throughout the duration, a maximum value of up to 500,000 GBP (excl VAT) per annum has been used for the purposes of establishing lot 2 the framework agreement. The Council is under no obligation to spend any amount under this Framework Agreement.

II.2.5) Award criteria

Quality criterion - Name: Fair Work First / Weighting: 5

Quality criterion - Name: Quality Criterion - Mobilisation / Weighting: 5

Quality criterion - Name: Quality Criterion- Service Delivery and Approach – Scope of Services / Weighting: 10

Quality criterion - Name: Quality Criterion- Service Delivery and Approach – Multiple Projects / Weighting: 5

Quality criterion - Name: Quality Criterion= Resourcing the Framework Agreement / Weighting: 10

Quality criterion - Name: Quality Criterion - Relationship Management / Weighting: 10

Quality criterion - Name: Quality Criterion - Technical Approach – Enterprise Systems / Weighting: 12.5

Quality criterion - Name: Quality Criterion - Technical Approach – Rationalisation and Consolidation / Weighting: 12.5%

Price - Weighting: 30

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

II.2) Description

II.2.1) Title

Digital Advisory Services – Digital Services

Lot No

3

II.2.2) Additional CPV code(s)

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 72222000 - Information systems or technology strategic review and planning services
- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow, UK

II.2.4) Description of the procurement

Glasgow City Council invites tenders for the provision of Digital Advisory Services - Digital Services.

Digital Services apply technologies which transform processes and the way in which business is conducted. Digital Services within the council include online citizen engagement and mobile applications which streamline and improve service delivery. Within the council these services include:

- Online Transactions: services such as paying council tax, applying for permits and booking appointments.
- Information Access: Providing platforms where citizens and organisations can access information about services.
- Service Requests: Reporting issues like potholes, graffiti or missed bin collections.
- Digital Consultations: Using tools to engage with the community, gather feedback and conduct public consultations.

- Telecare and Telehealth: Allowing residents to live more safely at home for longer.
- Digital Inclusion Programs: Initiatives to ensure residents have access to digital services, including training and support.

To further develop these services the council requires the Digital Advisory Services – Digital Services Supplier to provide expert support and guidance services.

As such the scope of the digital advisory services which may be required under Lot 3 may include but not be limited to:

- Recommending platform architecture
- Analysis of the citizen journey
- Identifying where the customer experience can be enhanced in areas such as: consolidating the customers experience of interacting with council services, implementing an Omnichannel customer experience and other innovative solutions
- Support understanding the current customer experience through facilitation of agreed focus groups and workshops, taking a Service Design led approach.
- Support digital projects and programmes, including the Strategic Business Case, Outline Business Case, and Full Business Case.
- Review council services and assess their alignment to the council's Digital Strategy and Strategic Plan.
- Perform horizon scanning of digital solutions and technologies available in the market
- Identify how the council could operate differently to embed digital opportunities to progress and deliver on council strategies
- Provide organisational change management services
- Supporting the council in achieving business support and buy in for digital change
- Supporting the council to develop its current and future state Enterprise Architecture.
- Supporting the development of appropriate roadmaps that show the transition from the current state to future state for defined digital scope
- Support the council with procurement processes as required such as defining functional and non-functional requirements, preparing budget estimates and providing tender

evaluation advice and guidance

- Provision of project and programme management services
- Supporting the council in tracking and monitoring benefits realised from projects and programmes

There is no guarantee of the level of business which may arise as a result of this framework. The following values are provided as an estimate only:

Lot 3– As a demand led agreement, to take account of digital advisory services (within the scope of digital services) which may be identified throughout the duration, a maximum value of up to 500,000 GBP (excl VAT) per annum has been used for the purposes of establishing Lot 3 of the framework agreement. The Council is under no obligation to spend any amount under this Framework Agreement.

II.2.5) Award criteria

Quality criterion - Name: Fair Work First / Weighting: 5

Quality criterion - Name: Quality Criterion - Mobilisation / Weighting: 5

Quality criterion - Name: Quality Criterion - Service Delivery and Approach – Scope of Services / Weighting: 10

Quality criterion - Name: Quality Criterion - Service Delivery and Approach – Multiple Projects / Weighting: 5

Quality criterion - Name: Quality Criterion - Resourcing the Framework Agreement / Weighting: 10

Quality criterion - Name: Quality Criterion - Relationship Management / Weighting: 10

Quality criterion - Name: Quality Criterion - Technical Approach – Digital Services / Weighting: 12.5

Quality criterion - Name: Quality Criterion - Technical Approach – Improving Citizens' Digital Experience / Weighting: 12.5

Price - Weighting: 30

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

II.2) Description

II.2.1) Title

Digital Advisory Services – Connected Services

Lot No

4

II.2.2) Additional CPV code(s)

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 72222000 - Information systems or technology strategic review and planning services
- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow, UK

II.2.4) Description of the procurement

Glasgow City Council invites tenders for the provision of Digital Advisory Services – Connected Services. Connected Services include some of the more emergent technologies that can offer significant benefits to council services and the city overall. These include the Internet of Things, Artificial Intelligence and Big Data. Within Glasgow, intelligent street lighting is an example of where Connected Services have added “more control and efficiency to our lighting network while harnessing the power of real time data to improve both lighting and safety throughout the city”. Within the council environment services to develop and explore may include:

- Intelligent street lighting: Using sensors and IoT technology to adjust lighting based on real-time conditions to reduce energy consumption, lower costs and improve public safety.

- Big Data analytics: Leveraging big data to analyse patterns and trends such as traffic management and waste collection to help make informed decisions and optimise resource allocation.
- Smart Infrastructure: Projects such as multi-purpose street columns that support EV charging, air quality monitoring and public Wi-Fi.

To further develop these services the council requires the Digital Advisory Services – Connected Services Supplier to provide expert support and guidance services.

As such the scope of the digital advisory services which may be required under Lot 4 may include but not be limited to:

- Supporting the council to identify opportunities to exploit its investment in smart cities, 5G programmes, innovations in healthcare and data-driven innovations. This will include supporting engagement with industry, universities and the innovation ecosystem in Glasgow
- Supporting the council to support digital projects and programmes, including the Strategic Business Case, Outline Business Case, and Full Business Case
- Review council services and assess their alignment to the council's Digital Strategy and Strategic Plan.
- Performing horizon scanning of digital solutions and technologies available in the market to determine how they may support council strategies
- Identify how the council could operate differently to embed digital opportunities to progress and deliver on council strategies
- Provide organisational change management services
- Supporting the council in achieving business support and buy in for digital change. This may include, but is not limited to, carrying out process and functionality gap analysis, Total Cost of Ownership analysis, Business process redesign recommendations, Business change recommendations, and development of training and migration plans.
- Support procurement processes as required. This may include, but not be limited to defining functional and non-functional requirements, preparing budget estimates and providing tender evaluation advice and guidance
- Provision of project and programme management services
- Support the council in tracking and monitoring benefits realised from projects and

programmes.

There is no guarantee of the level of business which may arise as a result of this framework. The following values are provided as an estimate only:

Lot 4 – As a demand led agreement, to take account of digital advisory services (within the scope of connected services) which may be identified throughout the duration, a maximum value of up to 500,000 GBP (excl VAT) per annum has been used for the purposes of establishing Lot 4 the framework agreement. The Council is under no obligation to spend any amount under this Framework Agreement.

II.2.5) Award criteria

Quality criterion - Name: Fair Work First / Weighting: 5

Quality criterion - Name: Quality Criterion - Mobilisation / Weighting: 5

Quality criterion - Name: Quality Criterion - Service Delivery and Approach – Scope of Services / Weighting: 10

Quality criterion - Name: Quality Criterion - Service Delivery and Approach – Multiple Projects / Weighting: 5

Quality criterion - Name: Quality Criterion - Resourcing the Framework Agreement / Weighting: 10

Quality criterion - Name: Quality Criterion - Relationship Management / Weighting: 10

Quality criterion - Name: Quality Criterion - Technical Approach – Connected Service / Weighting: 12.5

Quality criterion - Name: Quality Criterion - Technical Approach – Developing Digital Connected Services / Weighting: 12.5

Price - Weighting: 30

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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: [2025/S 000-009405](#)

Section V. Award of contract

Lot No

1

Title

Provision of Cyber Security Advisory Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 September 2025

V.2.2) Information about tenders

Number of tenders received: 13

Number of tenders received from SMEs: 9

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 12

Number of tenders received by electronic means: 13

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

V.2.3) Name and address of the contractor

Dionach Ltd

4th Floor, 94 Hope Street

Glasgow

G2 6PH

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

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

Total value of the contract/lot: £2,000,000

Section V. Award of contract

Lot No

2

Title

Provision of Digital Advisory Services - Enterprise Systems

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 September 2025

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 7

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Step5 Consult Ltd

Grange Court, Harnett Drive, Wolverton Mill,

Milton Keynes

MK12 5NE

Telephone

+44 7772587102

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £2,000,000

Section V. Award of contract

Lot No

3

Title

Digital Advisory Services – Digital Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 September 2025

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 6

Number of tenders received by electronic means: 6

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

V.2.3) Name and address of the contractor

Waracle Ltd

The Engine Room, 1 Bash Street

Dundee

DD1 1LQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £2,000,000

Section V. Award of contract

Lot No

4

Title

Digital Advisory Services – Connected Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 September 2025

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 5

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

Intelligens Consulting Ltd

272 Bath St

Glasgow

G2 4JR

Country

United Kingdom

NUTS code

- UKM81 - East Dunbartonshire, West Dunbartonshire and Helensburgh & Lomond

The contractor is an SME

Yes

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

Total value of the contract/lot: £2,000,000

Section VI. Complementary information

VI.3) Additional information

(SC Ref:812960)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court & Justice of the Peace Court

PO BOX 23, 1 Carlton Place

Glasgow

G5 9DA

Email

glasgow@scotcourts.gov.uk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Glasgow City Council ("the Council") must, by notice in writing as soon as possible after the decision has been made, inform all tenderers and candidates concerned of its decision to award the contract, conclude the framework agreement or establish a dynamic purchasing system. The Council must allow a period of at least the relevant standstill period (where the notice is sent by facsimile or electronic means the period is 10 days ending at midnight at the end of the 10th day after that on which the last notice is sent, when sent by other means the period is 15 days) to elapse between the date of despatch of the notice referred to in Regulation 85(1) of the Public Contracts (Scotland) Regulations 2015 ("the Regulations"). The Council is obliged to comply with the Regulations and any eligible economic operator can bring an action in the Sheriff Court or the Court of Session where as a consequence of a breach by the Council, suffers or risks suffering loss or damage. The bringing of court proceedings during the standstill period means that the Council must not enter into the contract, conclude the framework agreement or establish the dynamic purchasing system unless the proceedings are determined, discontinued or

disposed of; or the court, by interim order, brings to an end the prohibition. The bringing of court proceedings after the standstill period has elapsed and the remedies that are available to the courts are detailed in the Regulations. Economic Operators can write to the Council seeking further clarification on the notice, to which the Council must respond within 15 days. Economic Operators should be mindful to seek their own independent legal advice when they consider appropriate to do so.