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Tender

Three Year ICT Managed Service Contract 2026-2029

Southside Housing Association Ltd

F02: Contract notice

Notice identifier: 2025/S 000-070061

Procurement identifier (OCID): ocds-h6vhtk-05d7eb

Published 31 October 2025, 12:11pm

The closing date and time has been changed to:

3 December 2025, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Southside Housing Association Ltd

135 Fifty Pitches Rd, Cardonald

Glasgow

G514EB

Contact

Liz Bowden

Email

lbowden@southside-ha.co.uk

Telephone

+44 1414221112

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

<http://www.southside-ha.org>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA12222

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>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

I.4) Type of the contracting authority

Other type

Registered Social Landlord

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Three Year ICT Managed Service Contract 2026-2029

II.1.2) Main CPV code

- 50312000 - Maintenance and repair of computer equipment

II.1.3) Type of contract

Services

II.1.4) Short description

The contract will be for the provision of Southside Housing Association's Managed ICT Service. This includes our main office at 135 Fifty Pitches Road, Glasgow; our subsidiary office at 435 Shields Road, Glasgow and our mobile working staff who use tablets and phones while out in our estates and in residents' homes. You will work in partnership with the small IT Team to ensure the annual cycle of ICT support and management, installation and administration of Microsoft and Windows Licences, hosting of 21 servers and management of 3CX phone system. The Association owns its ICT infrastructure and hardware. It leases servers from our current IT Managed Service provider. It leases telecommunication lines and, in some instances, uses the servers hosted by software database providers. A scope of works is listed in Document B. A brief outline of Southside's infrastructure is in Document C.

The commencement date of the contract is 1st February 2026. The contract will be for 3 years from the commencement date with the option to extend the contract by two further years in 1 + 1 year (12 month) increments, agreeable to both parties.

II.1.5) Estimated total value

Value excluding VAT: £286,996

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 50312600 - Maintenance and repair of information technology equipment
- 50312610 - Maintenance of information technology equipment
- 72222300 - Information technology services
- 72223000 - Information technology requirements review services
- 72267100 - Maintenance of information technology software
- 50312000 - Maintenance and repair of computer equipment
- 50312100 - Maintenance and repair of mainframe computers
- 50312110 - Maintenance of mainframe computers
- 50312120 - Repair of mainframe computers
- 50312200 - Maintenance and repair of minicomputers
- 50312210 - Maintenance of minicomputers
- 50312220 - Repair of minicomputers
- 50312400 - Maintenance and repair of microcomputers
- 50312410 - Maintenance of microcomputers
- 50312420 - Repair of microcomputers
- 50320000 - Repair and maintenance services of personal computers
- 50321000 - Repair services of personal computers
- 50322000 - Maintenance services of personal computers
- 50324000 - Support services of personal computers
- 72514100 - Facilities management services involving computer operation

- 72514200 - Facilities management services for computer systems development
- 72514300 - Facilities management services for computer systems maintenance
- 72590000 - Computer-related professional services
- 72600000 - Computer support and consultancy services
- 72610000 - Computer support services
- 72611000 - Technical computer support services
- 72700000 - Computer network services
- 72820000 - Computer testing services
- 72900000 - Computer back-up and catalogue conversion services
- 72910000 - Computer back-up services
- 80533100 - Computer training services
- 50334100 - Repair and maintenance services of line telephony equipment

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Cardonald and Pollokshields, Glasgow

II.2.4) Description of the procurement

Single Stage Tendering in accordance with Regulations 28 (Open Procedure) of the Public Contracts (Scotland) Regulation 2015

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £286,995

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

May take up option of twelve month extensions up to a maximum of two further years (2029-2031) at an estimated value 57399 GBP

(excluding VAT) per annum.

The annual anticipated cost per annum excluding VAT is 57399 GBP

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

II.2.14) Additional information

Economic Operators may be excluded from this competition if they are in any of the situations referred to in Regulation 58 of the Public

Contracts (Scotland) Regulations 2015.

SPD Question 2D.1.2- Bidders must provide a separate SPD response (Sections A and B of this Part and Part III) for each subcontractor

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

Bidders will be required to have a minimum 'general' yearly turnover of 114798 GBP for the last two years or have an average yearly

turnover of a minimum of 114798 GBP for the last two years.

Where turnover information is not available for the time period requested, the bidder will be required to state the date which they were set

up or started trading.

It is a requirement of this contract that bidders hold, or can commit to obtain prior to the commencement of any subsequently awarded

contract, the types and levels of insurances indicated below:

Employer's (Compulsory) Liability Insurance - 5000000 GBP

Professional Risk Indemnity Insurance - 5000000 GBP

III.1.3) Technical and professional ability

List and brief description of selection criteria

services/supplies as described in part II.1.4 of the Find a Tender Service Contract Notice or the relevant section of the Site Notice.

Question 4C.4 - If bidders intend to use a supply chain to deliver the requirements detailed in the Contract Notice, they should confirm they

have (or have access to) the relevant supply chain management and tracking systems to ensure a resilient and sustainable supply chain. This

will include confirmation that they have the systems in place to pay subcontractors through the supply chain promptly and effectively, and

provide evidence when requested of:

a) their standard payment terms

b) 95% of all supply chain invoices being paid on time (in accordance with the terms of contract) in the last financial year.

If the bidder is unable to confirm (b) they must provide an improvement plan, signed by their Director, which improves the payment

performance.

Questions 4C8.1 and 4C8.2 - Bidders will be required to confirm their average annual manpower for the last three years. Bidders will be

required to confirm their and the number of managerial staff for the last three years.

Question 4C.9 - Bidders will be required to demonstrate that they have (or have access to) the relevant tools, plant or technical equipment

to deliver the types of requirements detailed in II.1.4 in the Find a Tender Service Contract Notice or the relevant section of the Site Notice

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: Yes

IV.2) Administrative information

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

Originally published as:

Date

1 December 2025

Local time

12:00pm

Changed to:

Date

3 December 2025

Local time

12:00pm

See the [change notice](#).

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

Tender must be valid until: 27 February 2026

IV.2.7) Conditions for opening of tenders

Date

1 December 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2028 at the earliest if the optional 12 month extensions are not applied

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

SPD, Part IV Section C 'Technical and Professional Ability' will be scored on a pass or fail basis using the following scoring methodology;

0 - Unacceptable - Nil or inadequate response. Fails to demonstrate an ability to meet the requirement. A Tenderer which scores '0 –

Unacceptable' against any question will be disqualified.

1 - Poor - Response is partially relevant and poor. The response addresses some elements of the requirement but contains

insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.

2 - Acceptable - Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details

on how the requirement will be fulfilled in certain areas.

3 - Good - Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details

on how the requirements will be fulfilled.

4 – Very Good - Response is largely relevant and very good. The response demonstrates a very good understanding of the requirements and

provides adequate details on how the requirements will be fulfilled.

5 - Excellent - Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a

thorough understanding of the requirement and provides details of how the requirement will be met in full.

A Tenderer will be required to achieve a minimum score of 2 against each Question within Part C, i.e. a score of 2 or greater shall represent

a Pass whereas a score of 1 or lower will represent a Fail.

Southside Housing Association will disregard, and not evaluate the remainder of a Tenderers bid should the Tenderer fail to achieve the

minimum score of 2 (a Pass) against any of the Questions included with Part C

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=814418.

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:814418)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=814418

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court and Justice of the Peace Court

Glasgow

Country

United Kingdom

