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Contract

## **SPS-02244 Microsoft Service Support**

Scottish Prison Service

F03: Contract award notice

Notice identifier: 2025/S 000-070769

Procurement identifier (OCID): ocds-h6vhtk-05d9b7

Published 4 November 2025, 11:38am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Scottish Prison Service

One Lochside, 1 Lochside Avenue

Edinburgh

EH12 9DJ

#### **Contact**

SPS Procurement CMT

#### **Email**

[SPSProcurementcmt@prisons.gov.scot](mailto:SPSProcurementcmt@prisons.gov.scot)

#### **Telephone**

+44 1313303790

#### **Country**

United Kingdom

**NUTS code**

UKM75 - Edinburgh, City of

**Internet address(es)**

Main address

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

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00384](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00384)

**I.4) Type of the contracting authority**

National or federal Agency/Office

**I.5) Main activity**

Public order and safety

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

SPS-02244 Microsoft Service Support

Reference number

SPS-02244

#### **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**

The SPS require the provision of support for its MS based portfolio. This shall include but is not limited to the following:

-Technical Support – Organisation wide 24/7 problem resolution support – As needed without limit on hours spent resolving or number of incidents.

-Backoff and escalation to Microsoft for Critical / escalated incidents if the bidder is unable to resolve.

-Escalation Management – Named resource assigned for critical issues.

-IT health – On Demand assessments and Operational Surveys, including setup and configuration services (Numbers/costs to be detailed in tender)

-Account Management – Designated Customer Success Account Manager

-Optional Technical Training – On demand Videos, hands on labs, learning paths and expert led webcasts. (Numbers/costs to be detailed in tender)

#### **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: £282,900

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

### **II.2.4) Description of the procurement**

SPS procured and awarded this project via the Scottish Government DPS for Digital Technology and Cyber Services- Lot 1 (Digital Technology Projects and Services).

An Invitation to Quote (ITQ) was published by SPS via the Public Contracts Scotland - Tender (PCS-T) portal and was made available to all suppliers on the DPS. Quote responses were then evaluated by the SPS in accordance with the ITQ Guide to Scoring.

### **II.2.5) Award criteria**

Quality criterion - Name: Technical / Weighting: 60

Price - Weighting: 40

### **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 IV. Procedure**

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

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

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

SPS utilised the Mini-Competition route via the Scottish Government DPS for Digital Technology and Cyber Services– Lot 1 (Digital Projects and Services).

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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

### **Contract No**

SPS-02244

A contract/lot is awarded: Yes

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

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

15 August 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**

Bridgeall

The Courtyard, 255 St. Vincent Street

GLASGOW

G2 5QY

Telephone

+44 1412126400

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: £282,900

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## **Section VI. Complementary information**

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

(SC Ref:807440)

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

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

Edinburgh Sheriff Court

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom