

Contract Details

1. **Contracting Body:** Linstone Housing Association Ltd
2. **Contract Name and ID:** Linstone Housing Association ICT Support Services
Contract 2024-2026
3. **Services Required:**
 - **Critical Cover and Maintenance:** Ensuring servers and ICT systems are operational, secure, and up-to-date.
 - **Cloud Migration and Support:** Planning and executing the migration of services to the cloud, along with ongoing support.
 - **Firewall Implementation:** Recommending and implementing firewall solutions to protect the network.
 - **System Monitoring and Maintenance:** Regular monitoring, patching, and preventative maintenance of ICT systems.
 - **IT Hardware Procurement and Configuration:** Sourcing, upgrading, and configuring IT hardware.
 - **User Administration:** Managing user accounts and support.
 - **Internet and Email Management:** Overseeing internet access and email systems.
 - **Security Measures:** Implementing virus protection, managing backups, and ensuring disaster recovery capabilities.
 - **Proactive Monitoring:** Continuously monitoring systems to prevent issues.
 - **Remote Access Support:** Providing support for staff working remotely.
 - **Helpdesk Services:** Offering a general IT helpdesk for issue resolution.
 - **Strategic IT Planning:** Assisting with the strategic planning of IT to ensure future readiness.
4. **Financial Constraints:** The estimated total value of the contract is £35,000 excluding VAT, for an initial term of 24 months, with the option to extend for up to three additional years in one-year increments.
5. **Vendor Requirements:**
 - **Experience:** Must have provided ICT services to public sector bodies, specifically housing associations, with at least two relevant examples from the past three years.
 - **Insurance:** Vendors must have Employers Liability Insurance (£10 million minimum), Public Liability Insurance (£5 million minimum), and Professional Indemnity Insurance (£5 million minimum).
 - **Technical Proposal:** Must submit a proposal tailored to Linstone's specific ICT needs.
 - **Key Personnel:** Must have key personnel in place for contract management and support desk operations.
 - **Innovative Approach:** Should demonstrate an innovative approach to addressing current and future ICT challenges.
6. **Other Considerations:**
 - **Tender Deadline:** Proposals must be submitted by 9 August 2024, 12:00 local

time.

- **Quality and Price Weighting:** Quality of the proposal will be weighted at 70%, and price at 30%.

- **Submission Method:** Proposals must be submitted electronically via the Public Contracts Scotland website.

- **Optional Services:** Vendors may also offer disaster recovery testing and assistance with obtaining Cyber Essentials certification.

7. **Geographical and Operational Scope:** The services are to be primarily performed at the Linstone Housing Association main office, located at 17 Bridge Street, Linwood, with the geographical area designated by the NUTS code UKM83 (East Renfrewshire and Renfrewshire).

This contract is designed to ensure Linstone Housing Association's ICT infrastructure is robust, secure, and capable of supporting both current operational needs and future strategic development.

Best matches

Based on the requirements for the Linstone Housing Association ICT Support Services Contract 2024-2026, the following companies could potentially be a good match:

1. **Consider IT**

- Location: Edinburgh

- Description: Offers a wide range of IT services including infrastructure upgrades, cloud migration, and cybersecurity training. Has experience working with local businesses and non-profit organizations.

- Notable Projects: IT infrastructure upgrade for local business, cloud migration for large corporation.

2. **Onestop IT**

- Location: Edinburgh and Glasgow, Scotland

- Description: Specializes in IT support, solutions, and strategy consulting. Has completed projects involving IT infrastructure upgrades and cloud migration for businesses.

- Notable Projects: IT Infrastructure Upgrade for a Small Business, Cloud Migration for a Medium-Sized Company.

3. **DATA Computer Services**

- Location: Edinburgh

- Description: Provides IT support and computer services, including network infrastructure upgrades and cloud migration.

- Notable Projects: Network Infrastructure Upgrade for a medium-sized business, Cloud Migration for a Small Business.

4. **Certum**

- Location: Scotland
- Description: Offers a range of IT services including infrastructure upgrades, Office 365 migration, and ISO 27001 certification assistance.
- Notable Projects: IT Infrastructure Upgrade for Small Business, Office 365 Migration for Medium-Sized Company.

5. **VectorCloud**

- **Location:** Glasgow and Edinburgh, Scotland.
- **Description:** Offers IT support and computer services including IT infrastructure upgrades, managed IT services, cloud migration, and cybersecurity assessments.
- **Notable Projects:** IT Infrastructure Upgrade for a Financial Services Firm, Cloud Migration for a Non-Profit Organization.

6. **Cloud Cover IT**

- **Location:** Hamilton, South Lanarkshire, Scotland.
- **Description:** Specializes in technology innovations that improve productivity and efficiency, indicating expertise in IT infrastructure and cloud services.
- **Notable Projects:** Specific projects not listed, but the company's focus suggests capability in handling comprehensive IT support services.

7. **BlueShield IT Ltd**

- **Location:** Scotland.
- **Description:** Specializes in information security services, including cybersecurity consulting and network security, which are essential for the contract's security requirements.
- **Notable Projects:** Focus on cybersecurity and data protection, crucial for firewall implementation and security measures.

These companies offer services that align with the requirements of the contract, including critical cover and maintenance, cloud migration, firewall implementation, and strategic IT planning. While the experience with public sector bodies, specifically housing associations, is not explicitly mentioned for all, their range of services and geographical focus make them potential candidates.