# Contract Details

1. **Full Name of the Contracting Body:**  
   Cairn Housing Group (CHG), which includes Cairn Housing Association, Ancho Ltd, and Pentland Community Enterprises.
2. **Name and ID of the Contract:**  
   Cairn Housing Group Backup Solution Requirement 2024-27, ID: MAY505909
3. **Services Required:**  
   - Backup services for Microsoft 365 Azure, specifically for Exchange Online, SharePoint Online, and OneDrive for Business.  
   - Backup services for a single on-premises server.  
   - The solution should be SaaS-based but not hosted on Microsoft Azure.  
   - Daily automated backups with the capability for auto-discovery of new or altered data.  
   - On-demand backup options and point-in-time restore capabilities.  
   - Granular restoration options for emails, folders, files, and calendars, including cross-user restore functionality.  
   - 24/7 restore options along with customer and technical support.  
   - Data archiving features for accounts of departing employees.  
   - Configurable multiple retention periods for backed-up data.  
   - Threat detection and malware scanning for recovered data.  
   - Compliance with ISO 27001 and GDPR.
4. **Financial Constraints:**  
   The contract will be awarded based on the most economically advantageous tender, with price accounting for 60% of the overall score. Bidders must provide annual net costs for a three-year contract period (2024-2027).
5. **Vendor Requirements:**  
   - Must have ISO 27001 certification.  
   - Ability to provide annual IT health checks.  
   - Implementation of Multi-Factor Authentication (MFA) for platform access.  
   - Use of current encryption standards, specifically AES256 for data at rest and TLS v1.2 for data in transit.  
   - Capability to handle approximately 230 user accounts with Microsoft 365 E3 licenses.  
   - Ability to backup Azure SQL Server and potential future Azure resources.  
   - Experience with SharePoint storage backup, with a current capacity requirement of 4TB.  
   - Capability to backup an on-premises server with a 3TB capacity.
6. **Other Relevant Information:**  
   - The initial contract term is 36 months, with options to extend for two additional 12-month periods (total potential duration of 5 years).  
   - Performance reviews will be conducted at least twice per year.  
   - The service provider must comply with the Data Protection Act 1998 and GDPR.  
   - Tenderers are required to submit completed pricing schedules, quality questionnaires, and various declarations.  
   - The contract will include a dispute handling procedure.  
   - Annual price adjustments may be negotiated based on the Consumer Price Index.
7. **Geographical Restrictions:**  
   The services will primarily be based in Edinburgh, with potential coverage required for regional offices in Bellshill, Irvine, Inverness, and Thurso.

# Best matches

Based on the Cairn Housing Group's requirements for backup services, the following companies from the knowledge base could potentially be a good match:

1. **DataVita**  
   - Location: Scotland  
   - Description: DataVita has completed several projects in data storage and cloud services, including partnerships with NHS Scotland and the Scottish Government. Their experience in providing secure and reliable data storage solutions aligns with the backup and security requirements of the project.  
   - Notable Projects: Cloud Services for NHS Scotland, Data Centre Expansion, and Partnership with Scottish Government.
2. **Onestop IT**  
   - Location: Edinburgh and Glasgow, Scotland  
   - Description: Onestop IT offers IT support, solutions, and consulting, with a strong focus on upgrading IT infrastructure and migrating data to the cloud. Their expertise in IT services and their location make them a suitable candidate for the project.  
   - Notable Projects: IT Infrastructure Upgrade for a Small Business, Cloud Migration for a Medium-Sized Company, and IT Strategy Consulting for a Large Corporation.
3. **Certum**  
   - Location: Scotland  
   - Description: Certum provides IT services including infrastructure upgrades, Office 365 migration, and achieving ISO 27001 certification. Their experience with cloud-based solutions and compliance with security standards could meet the project's requirements.  
   - Notable Projects: IT Infrastructure Upgrade for Small Business, Office 365 Migration for Medium-Sized Company, and ISO 27001 Certification for a Financial Services Firm.
4. **Iomart**  
   - A leading provider of cloud and managed IT services, including backup and disaster recovery solutions.  
   - Located in the UK, with a strong emphasis on security and compliance.  
   - Notable projects include CloudSure and BackupSure, demonstrating their capability in cloud hosting and data protection.
5. **Cybersafe Scotland**  
   - Specializes in cybersecurity solutions, including data protection and compliance services.  
   - Based in Scotland, UK, aligning with the geographical preference.  
   - Experience in cybersecurity assessments and implementations for various sectors.
6. **Ionburst Limited**  
   - Offers ultra-secure cloud storage solutions, with a focus on data protection and compliance.  
   - Scottish-based, potentially offering a local advantage.  
   - Partnerships and projects demonstrate their commitment to secure and compliant data storage.

These companies have demonstrated through their completed projects the capability to meet the backup, security, and compliance requirements of the Cairn Housing Group, as well as the ability to operate within the specified geographical constraints.