

CLYDEBANK HOUSING ASSOCIATION LTD

Report To : Management Committee

Report From: Scott Graham, Data Protection and Compliance Officer

Subject : Tender Report – ICT Support Services for Clydebank Housing Association

Date : 22nd March 2021

Introduction

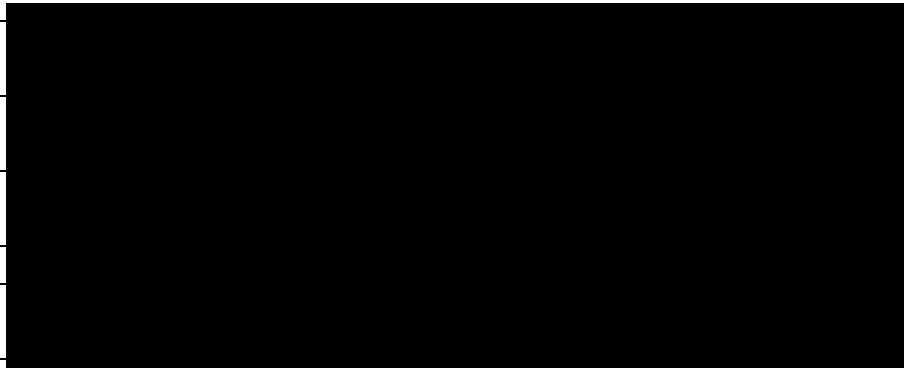
The main purpose of this report is to advise the Management Committee of a recent tender exercise for the procurement of ICT Support Services for Clydebank Housing Association.

The key recommendations in the report are as follows –

1. Provide Committee with details relating to the procurement of the ICT Support Service.
2. Committee to approve the recommendation to award the contract to Clearview Networks for the period 03 May 2021 to 03 May 2024 with a potential extension of 1 year until 02 May 2025.

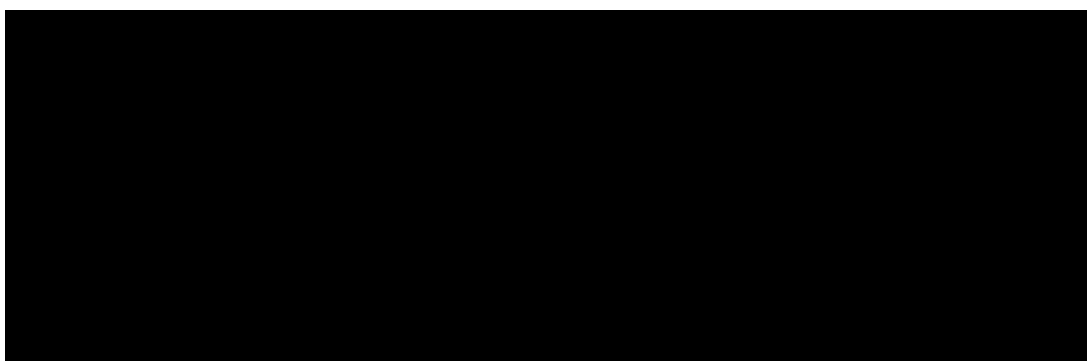


Financial Implications	
Risk Considerations	
Legal Implications	
Health & Safety	
Equalities Assessment	



Key Issues to Consider

1. Clearview Networks will provide the following Services:



Please see appendix 1 for the Company Quality / Price Calculation Tables.

1.0 Background

1.1 [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

1.2 [REDACTED].

2.0 Budget Cost

2.1 [REDACTED]
[REDACTED].

2.2 [REDACTED].

NB: [REDACTED]
[REDACTED]
[REDACTED].

3.0 Procurement

3.1 The procurement process was carried out through invitation on the 5th Feb 2021 with a return deadline of noon on Friday 05 March 2021.

3.2 The tender advised each company that their submission would be scored on a quality/cost basis. The 8 sections of the tender document asked questions about service provision in the following areas: helpdesk, server and network infrastructure, disaster recovery and business continuity, risk management, account management and reporting, installations and project management, and added value services. The questions were weighted according to importance. The overall ranking of the companies was achieved using a Quality / Price calculation [REDACTED].

3.3 A total of 3 tenders were received and after the scoring process, Clearview Networks won the tender. The panel have no concerns in Clearview Network's ability to provide the service requirements detailed in our tender document.

3.6 Clearview Networks has provided two references from [REDACTED]
[REDACTED]. Both references were contacted which were all positive about Clearview Networks performance and reliability.

4.0 Next Steps

4.1 Subject to Committee approval Clearview Networks will begin the new contract from the 03 May 2021 with a transition period from 29th March to allow changes specified in the tender to be implemented

5.0 Recommendation

5.1 Committee is asked to note the procurement for this service and to approve the award of the ICT support contract to Clearview Networks.

Appendix 1

ICT Support Services for Clydebank HA - Quality/Price Calculation

Tender Score