Scottish Government
Riaghaltas na h-Alba

Scottish Procurement
Cloud and Hosting Services Framework

Reference number: SP-22-023

Buyer guide v4.0

May 2025

Introduction

This guide aims to assist public sector bodies in selecting the most cost effective services from a range of contractors to suit individual requirements. This document is designed to guide organisations through the selection and ordering process and provide organisations easy access to the Cloud and Hosting Services framework

The key aims of the framework are to deliver efficient access to cloud and hosting services to the Scottish public sector offering value for money, in a safe, secure and environmentally friendly way.

Framework overview

The framework contract period is 1 November 2023 and runs for four (4) years until the 31st October 2027.

The framework is a single lot, multi-supplier framework.

Contact details for suppliers are provided at the end of this document.

Scope

The scope of the framework agreement is for the provision of Cloud and Hosting services, including private cloud, public cloud, community cloud and co-location services as defined in the framework agreement definitions. For ease of reference and to ensure all round clarity, Scottish Procurement has provided definitions of cloud services based on the US National Institute of Standards and Technology (NIST).

The full scope of services will include, but not be limited to, the current services being offered to the Scottish public sector:

- Platform as a Service (PaaS) & Infrastructure as a Service (IaaS)
- Cloud hosting services such as public/private/hybrid cloud
- Co-location and Data-centre Hosting services
- Transition services

Where Infrastructure as a Service (IaaS) and Platform as a Services (PaaS) are likely to be considered key requirements of any future Cloud Services arrangement, buyers need to be aware that Software as a Service (SaaS) is out of scope, being delivered by other arrangements such as the Software Value Added Reseller Framework.

As part of the framework, contractors will provide the following services requirements, some of which will be mandatory for some contracting authorities, including but not limited to:

Core services:

• Private cloud
• Public cloud

• Community cloud
• Hybrid cloud
• Co-location hosting
• Cloud transition

Out of scope

For the avoidance of doubt, the following products / services are NOT in scope:

- Software as a Service (SaaS)
- fully managed IT services
- unified communication (which covers customer user-interface)
- creating applications
- web development
- web design
- creating and updating content
- video streaming
- procurement of hardware

Supplementary information

Framework documentation is available on the secure stakeholder group "Procurement Information Network" within Knowledge Hub. Full details on buying from a framework are detailed in SPPN 5 2010. If you do not have access to the secure stakeholder site, please ensure you are registered on Knowledge Hub and complete and email the attached template document to scottishprocurement@gov.scot.

Buyers are reminded of the obligations contained in the Procurement Reform (Scotland) Act 2014 in relation to the award of contracts valued equal to or greater than £50,000 including those awarded as a result of a framework call-off/mini competition. In particular, Buyers should note that in accordance with Section 23(2) the award of contracts must be publicised on the Public Contracts Scotland website and in accordance with Section 35 contracts must be registered in the contracting authority's "contracts register". There are two compliant routes to procure under the framework agreement. Contracting authorities can access the framework agreement either by conducting a mini competition or by direct award.

Mini competition

When conducting a mini competition, contracting Authorities should refer to The Standard Terms of Supply (schedule 5) available from the Knowledge Hub, develop their own specification and service levels (schedule 1A), pricing (schedule 2) and management arrangements (schedule 4).

The award criteria for mini competitions can cover both cost and quality of service. The weightings should be determined by the contracting authority prior to the issue of any specifications to the contractors, and must be included as part of any mini competition. Responses received by the deadline should then be evaluated and the most economically advantageous contractor awarded the contract. A call-off contract

must be concluded by an award letter and the completion of the Standard Terms of Supply (schedule 5) including the successful tenderers response in schedule 1b (contractor solution); letters must also be issued to all unsuccessful tenderers.

Direct award

Where an organisation is able to determine which contractor offers best value for money (quality, price and other areas for example, interoperability) after comparing the prices and service offering (as detailed in the Contractor Pricing Catalogue), they can buy directly without re-opening competition, and this should typically be used for low value/low volume purchases. There is an order form available for direct award requirements and there may be occasions when an order form could be used as an alternative to completing the entire schedule 5 document.

A copy of the order form is available via the Knowledge Hub site.

If you have any questions, please contact the authority framework manager

Eligibility to access the framework

The framework agreement will be available for use by:

- central government
- health
- local authorities
- universities and colleges
- third sector (voluntary organisations and charities registered in Scotland)
- other public bodies

In addition to the contracting authorities listed, the framework agreement will be available to charities entered on the Scottish Charity Register and voluntary organisations entered on the Membership Database of the Scottish Council for Voluntary Organisations.

Information about Scottish public bodies is available online.

Note: It is the responsibility of any framework public body user to determine its eligibility to use the framework. Entitlement guidance on this can be found in Scottish Government Guidance on Framework Agreements. If there is any doubt, legal advice should be sought

Framework benefits

- standardised terms and conditions
- framework SLAs
- Community benefits and Fair work included
- all suppliers pay at least the Real Living Wage
- maximum core prices for catalogue items under direct award
- core prices are fixed for 12 months

Using the framework

The process to use the framework is simple. Buyers should follow these steps:

- identify the requirement
- contact suppliers using the contact details below
- review pricing catalogue from suppliers for direct award only
- conduct mini-competition if not included under core framework services or to secure more competitive prices.
- agree to proceed
- complete a Schedule 5 Standard Terms of Supply

Buyers should use an e-Tendering system such as Public Contracts Scotland or PCS-Tender to conduct mini-competitions.

Procurement Reform (Scotland) Act 2014

A reminder for buyers that contracts awarded, equal to or greater than, £50,000 must follow the requirements of the Procurement Reform (Scotland) Act 2014.

Buyers should note that in accordance with Section 23(2) the award of contracts must be publicised on the Public Contracts Scotland website and in accordance with Section 35, contracts must be registered in the contracting authority's contracts register.

Framework documents

A copy of the Framework Agreement can be found on the Procurement Information Network Group within the Knowledge Hub.

The Agreement consists of:

- terms and conditions
- specification
- pricing
- call off order terms and conditions and/or call off order form
- management arrangements
- contractor sensitive information
- exit management
- cyber security requirements

Buyers should note that the pricing schedule contains commercially sensitive information which must not be disclosed to anyone outside your organisation. If you are not registered to access this site and are eligible to use the framework please complete the Membership Request Form and send to the Scottish Procurement contacts detailed in the Buyer contacts section of this buyer's guide.

Fair Work First, Sustainability and Community Benefits

Suppliers will deliver several Fair Work Practices, Sustainability deliverables and Community Benefits during the period of the framework. Further information about these can be found within the Knowledge Hub.

Buyer contacts

The Scottish Procurement point of contact is the ICT Services and Software Team.

SPPD ICT Services Mailbox:
ICTServicesAndSoftwareTeam@gov.scot

Framework service providers

This is a multi-contractor framework with five framework service providers. Organisations looking for further information should use the contact information below:

BrightSolid:

Contact: Natalie McIntosh
Phone: 01382 429023
Email: natalie.mcintosh@brightsolid.com

DataVita:

Contact: David Young
Email: dyoung@datavita.co.uk
Contact: David McKenna
Email: dmckenna@datavita.co.uk

Iomart Hosting:

Contact: Seema Griffiths
Phone: 07510367323
Email: seema.griffiths@iomart.com
Email: tenders@iomart.com

Softcat PLC:

Contact: Stuart Brown
Phone :0141 465 0013
Mobile: 07968629573
Email: StuartBro@softcat.com
Email: psitq@softcat.com

Storm(ID):

Contact: Linsey Lydon
Email: linsey.lydon@stormid.com
Email: Tenders@stormid.com