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Tender

## **Microsoft 365 Support Services**

Scottish Water

F05: Contract notice – utilities

Notice identifier: 2022/S 000-003404

Procurement identifier (OCID): ocds-h6vhtk-0313e7

Published 7 February 2022, 12:15pm

### **Section I: Contracting entity**

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

Scottish Water

6 Buchanan Gate

Glasgow

G33 6FB

#### **Email**

[paul.mcdonald@scottishwater.co.uk](mailto:paul.mcdonald@scottishwater.co.uk)

#### **Telephone**

+44 1414830344

#### **Country**

United Kingdom

#### **NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<https://www.scottishwater.co.uk/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-UK-Glasgow:-Software-support-services./47P92V2789>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-UK-Glasgow:-Software-support-services./47P92V2789>

Tenders or requests to participate must be submitted to the above-mentioned address

**I.6) Main activity**

Water

## **Section II: Object**

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

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

Microsoft 365 Support Services

Reference number

SW21/TI&T/1385

#### **II.1.2) Main CPV code**

- 72261000 - Software support services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Scottish Water is procuring a framework of suppliers to help it service and maximise the value delivered using M365, which is fully adopted, and to provide other professional services related to M365, Azure, and tactical development services.

It is anticipated the M365 managed service will be provided by one supplier, with other services provided by one or more suppliers on the framework.

#### **II.1.5) Estimated total value**

Value excluding VAT: £8,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

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

NUTS codes

- UKM - Scotland

Main site or place of performance

## SCOTLAND

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

M365 managed service, with provision for additional Azure and M365 Professional Services and Tactical Development

Scottish Water is procuring a framework of suppliers to help it service and maximise the value delivered using M365, which is fully adopted, and to provide other professional services related to M365, Azure, and tactical development services.

It is anticipated the M365 managed service will be provided by one supplier, with other services provided by one or more suppliers on the framework.

Outline of the services:

- Expert level capability to support, configure and advise on all components of Microsoft E5 package and PowerPlatform
- Ongoing M365 'greenfield'/'evergreen' service, assessing incoming feature changes, bringing best-practice governance for management of platform, tactical apps, dashboards, health checks and maximising value and leading training engagements into the business to empower users
- Azure configuration and professional services
- Tactical development using PowerApps, PowerBI
- Azure LogicApp and Azure full stack development of Web and Mobile apps

Please review M365 Full Scope document accessible in the PQQ supporting documentation for detailed description of Scottish Water's requirements.

Context:

Scottish Water uses M365 as its primary productivity, collaboration and analytics platform, and Azure as its primary cloud platform. While having incumbent partners for infrastructure management, application management (for on-prem and other cloud platforms) and cyber-security we have a gap in the provision of ongoing capability for service and professional services in the configuration and opportunity maximisation of the M365 platform. There continues to be a need for user training and empowerment, and we need a partner who can impact and opportunity assess the incoming stream of feature updates from Microsoft.

Azure is well adopted and currently we maintain a mixed on-prem and cloud strategy, with a preference for cloud first.

PowerApps and PowerBI are used widely by most core user groups, however we'd like a partner to be able to provide build capability with these and advice on best practice governance.

As expected with becoming a further Digitally empowered organisation we will continue to have a requirement for web and mobile apps to enable or facilitate business processes.

Any prospective partner will be expected to work with our existing service management processes using Service Now and work in collaboration with our incumbent IT partners.

Commercial model

The contract shall be for an initial term of 3 years with 5 years of extension options

Scottish Water may award the framework in parts.

It is anticipated the M365 managed service will be provided by one supplier, with other services provided by one or more suppliers on the framework.

The level of spend achieved by each supplier on the framework may vary depending on the framework parts they are awarded and the level of available project work which may vary with business requirements year on year.

Notice of potential additional works

Additional services may be required under this framework by merit of the following causes:

- The M365, Azure and Dynamics platforms proposition changing, being merged/demerged, updated, further features/capability/modules released or modules removed, equivalent functionality sold as an alternative product, or Scottish Water choosing to replace a platform or product with a similar or equivalent product
- Changes in industry trends and best-practice related to service delivery, consulting and development, for example development methodologies.

If the services are substantially similar to those contemplated in the framework Scottish Water may award them via negotiated procedure without prior publication to suppliers on the framework.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £8,000,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

Initial 3 year term with 5x1 year extension options at Scottish Waters sole discretion.

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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

#### **II.2.14) Additional information**

The PQQ documents can also be accessed by logging in through the Scottish Water Delta e-sourcing webpage <https://scottishwater.delta-esourcing.com/> and through the Response Manager section using the following Access Code : 47P92V2789

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Minimum level(s) of standards possibly required

Applicants will be expected to be of sufficient financial and economic standing to support the anticipated contract value. All applicants must complete the financial questions within the pre-qualification questionnaire and tender documents. Financial standing relevant to the anticipated contract value will be determined by Scottish Water based on the response to the pre-qualification questionnaire and any further financial checks deemed necessary

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

#### **III.1.6) Deposits and guarantees required**

Scottish Water reserves the right to require deposits, guarantees, bonds or other forms of appropriate security

#### **III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

All prices quoted shall be in Sterling (UK) and all payments shall be made in Sterling (UK). Payment shall be made on the basis of completed services in accordance with the agreed contract rates, schedules and conditions of contract

#### **III.1.8) Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

In the event of a group of companies submitting an accepted offer it will be necessary for each member of the group to sign an undertaking that each company in the group will be jointly and severally liable for the satisfactory performance of the contract

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

Bidders must comply with modern slavery act and operate an ethical supply chain

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## **Section IV. Procedure**

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

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

Negotiated procedure with prior call for competition

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

9 March 2022

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

Scottish Water will not accept the SPD. We will only accept a completed Scottish Water PQQ document. This Notice does not preclude Scottish Water from issuing other notices for specific requirements. Responses to the FTS Notice will be evaluated and only successful applicants following PQQ evaluation will be invited to submit a tender. Scottish Water reserves the right to divide the scope of the contract into lots at tender and contract award stages as it deems appropriate. Applicants who fail to supply all of the information requested in response to this Notice or any resulting tender exercise may risk elimination

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://scottishwater.delta-esourcing.com/tenders/UK-UK-Glasgow:-Software-support-services./47P92V2789>

To respond to this opportunity, please click here:

<https://scottishwater.delta-esourcing.com/respond/47P92V2789>

GO Reference: GO-202227-PRO-19608154

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

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

Glasgow Sheriff Court

1 Carlton Place

Glasgow

G59DA

Country

United Kingdom

**VI.4.2) Body responsible for mediation procedures**

Scottish Water

6 Buchanan Gate

Glasgow

G33 6FB

Telephone

+44 8000778778

Country

United Kingdom