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Contract

Microsoft Reseller Provider (“MRP”)

Digital Health and Care Wales ("DHCW")

F03: Contract award notice

Notice identifier: 2024/S 000-003756

Procurement identifier (OCID): ocids-h6vhtk-040bf7

Published 5 February 2024, 4:29pm

Section I: Contracting authority

I.1) Name and addresses

Digital Health and Care Wales ("DHCW")

T? Glan-yr-Afon, 21 Cowbridge Road East

Cardiff

CF11 9AD

Contact

Elisha Arnold

Email

elisha.arnold@wales.nhs.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://dhcw.nhs.wales/>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Microsoft Reseller Provider (“MRP”)

Reference number

P159.07

II.1.2) Main CPV code

- 72261000 - Software support services

II.1.3) Type of contract

Services

II.1.4) Short description

Digital Health and Care Wales (“DHCW”, the “Framework Operator”) are seeking to procure a single supplier All-Wales Framework Agreement for a Microsoft Reseller Provider (“MRP”).

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £450,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72268000 - Software supply services
- 72265000 - Software configuration services
- 72260000 - Software-related services
- 72227000 - Software integration consultancy services

- 72212982 - Configuration management software development services
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

Digital Health and Care Wales (“DHCW”, the “Framework Operator”) are seeking to procure a single supplier All-Wales Framework Agreement for a Microsoft Reseller Provider (“MRP”).

The MRP will be required to provide licensing solutions in accordance with the ‘Public Sector Digital Transformation Agreement (“DTA”)’ that has been agreed with the Crown Commercial Service (“CCS”) or any subsequently agreed Microsoft public sector arrangement, should it be favourable to the Participating Authorities.

The MRP is required to provide Microsoft licensing expertise to enable cost-effective solutions for applicable devices. The Framework Operator has identified the following services the appointed MRP is required to provide:

- a) Support in the management of Microsoft licensing arrangements to ensure that the Participating Authorities are correctly and optimally licensed.
- b) Provide a licence monitoring platform with the ability to allocate licences provided to sub organisations within the NHS Wales tenancy and view them in aggregate.
- c) Provide advice in changing the Microsoft licensing mix to meet new needs within the Participating Authorities.
- d) Ensure ongoing optimisation of the licensing arrangements to drive down costs and deliver best value for money.
- e) Work in partnership with the Framework Operator to deliver seamless management of the NHS Wales Microsoft estate, training and licensing position.
- f) Work with the Framework Operator in establishing software asset management policies and procedures which may include reviews of current policies and procedures and the current Microsoft estate.
- g) Assisting the Framework Operator with the most cost-effective deployment of Microsoft

technology and anticipates that further supporting services associated with the platforms may be procured from the successful MRP.

Please Note: The provision of software asset management services is specifically excluded from the scope of this procurement.

II.2.5) Award criteria

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 30

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement involves the establishment of a framework agreement

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-030318](#)

Section V. Award of contract

Contract No

P159.07

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

5 February 2024

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Trustmarque Solutions Limited

The National Agri-Food Innovation Campus, Sand Hutton

York

YO411LZ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £450,000,000

Total value of the contract/lot: £450,000,000

Section VI. Complementary information

VI.3) Additional information

All proposed resources must have attained the following 6 Microsoft Solution Partner Designations as per the Single Procurement Document ("SPD"): Infrastructure, Data and Artificial Intelligence, Digital and Application Innovation, Modern Work, Security and Business Applications.

The Contracting Authority will not accept completed SPDs after the stated closing date.

All tender costs and liabilities incurred by bidders shall be the sole responsibility of the bidders.

The Contracting Authority reserves the right to award the contract in whole, in part or annul the tendering process and not award any contract.

All documents are to be priced in sterling and all payments made in sterling.

The tendering process will be undertaken via electronic means using the Bravo e-tendering system.

Instructions on how to participate in this tender opportunity:

To complete your response, please access the PQQ via the Bravo eTenderWales portal where you will find the SPD and tender documentation, project reference 54592 and ITT reference 106082 Microsoft Reseller Provider ("MRP"), as per the instructions below.

Register your company on the eSourcing portal (this is only required once). Browse to the eSourcing portal: <https://etenderwales.bravosolution.co.uk/> and click the link to register — Accept the terms and conditions and click "continue" — Enter your correct business and user details — Note the username you chose and click "save" when complete — You will shortly receive an email with your unique password (please keep this secure). 2. Express an Interest in the tender — Log in to the portal with the username/password — Click the "PQQs/ITTs open to all" suppliers" link.(these are pre-qualification questionnaires or invitations to tender open to any registered supplier)—Click on the relevant PQQ/ITT to access the content— Click the "express interest" button at the top of the page — This will move the PQQ/ITT in to your "my PQQs/myITTs" page.(this is a secure area reserved for your projects only)—You can now access any attachments by clicking "buyer attachments" in the "PQQ/ITT details" box. 3. Responding to the tender —Click "my response "under "PQQ/ITT details", you can choose to "create response "or to "decline to respond"(please give a reason if declining)—You can now use the "messages" function to communicate with the buyer and seek any clarifications — Note the deadline for completion, then follow

the on screen instructions to complete the PQQ/ITT—There may be a mixture of online & offline actions for you to perform (there is detailed online help available). You must then submit your reply using the "submit response" button at the top of the page.

If you require any further assistance, please consult the online help or contact the eTenderWales helpdesk.

NOTE: The Authority is using eTenderWales to carry out this procurement process.

(WA Ref:138668)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom