

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/016039-2026>

Contract

WP4165 Microsoft Unified Support Services

Walsall Council

F03: Contract award notice

Notice identifier: 2026/S 000-016039

Procurement identifier (OCID): ocds-h6vhtk-065a0c

Published 23 February 2026, 12:34pm

Section I: Contracting authority

I.1) Name and addresses

Walsall Council

Civic Centre, Darwall Street

Walsall

WS11TP

Email

procurement@walsall.gov.uk

Country

United Kingdom

Region code

UKG38 - Walsall

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://go.walsall.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

WP4165 Microsoft Unified Support Services

II.1.2) Main CPV code

- 72266000 - Software consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Software consultancy services

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: £411,663

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG38 - Walsall

II.2.4) Description of the procurement

The Council now requires an equivalent modern and comprehensive support solution for the full Microsoft product set. Core components of the Council's technology environment, such as user authentication, rely entirely on Microsoft platforms. For example, all user logins are held within Azure Active Directory. If Azure Active Directory were to fail, staff would be unable to access the Council's network, which would in turn block access to all systems including the critical systems listed above. It is therefore essential that the Council can access direct, timely and authoritative support from Microsoft at any time in order to prevent, mitigate or quickly resolve any major issues.

The Council needs a support agreement for Microsoft technologies and services to ensure continuity of service.

The support agreement shall provide:

24/7 technical support; giving the Council direct access to Microsoft Support Services which will respond to critical issues within 30 minutes.

as needed advisory services

on-demand (customer initiated) health assessments and operational surveys

Technical training paths (customer initiated)

In addition, the support agreement will provide:

An Enhanced Designated Engineering (EDE) for 200 hours which can be used to help the Council to get the most value from existing and future investment in Microsoft technology. The Council will proactively contract manage usage of this through monthly reporting and ensure value for money is obtained.

120 Hours Access to Microsoft's Dart -Detection and Response Team, is a specialized cybersecurity unit within Microsoft that focuses on incident response and proactive security services.

A sub-2-hour response time is within the SLA, hours may also be used proactively (previously this was a separate product quoted at 100K per annum)

2 Days of custom workshops on any subject

In year 1 a series of delivery focused AI workshops designed to accelerate adoption and maximize the value of Microsoft 365 Copilot

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

There is only one provider that meets the needs of the Council for these services.

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 January 2026

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Microsoft Limited

Reading

Country

United Kingdom

NUTS code

- UKJ11 - Berkshire

Companies House

01624297

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: £411,663

Total value of the contract/lot: £411,663

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Walsall Council

Walsall

Country

United Kingdom