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Award

## **Microsoft Unified Support Contract**

Northern Ireland Assembly

F15: Voluntary ex ante transparency notice

Notice identifier: 2023/S 000-018227

Procurement identifier (OCID): ocds-h6vhtk-03dcc4

Published 27 June 2023, 12:20pm

### **Section I: Contracting authority/entity**

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

Northern Ireland Assembly

Parliament Buildings, Stormont

BELFAST

BT43XX

#### **Email**

[procurement@niassembly.gov.uk](mailto:procurement@niassembly.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKN06 - Belfast

#### **Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.niassembly.gov.uk](http://www.niassembly.gov.uk)

**I.4) Type of the contracting authority**

Other type

Legislature

**I.5) Main activity**

Other activity

Legislature

## **Section II: Object**

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

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

Microsoft Unified Support Contract

Reference number

BR-064-2023

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

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

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

Services

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

Service support for our Microsoft software environment.

#### **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: £231,000

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

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

NUTS codes

- UKN - Northern Ireland

Main site or place of performance

Belfast

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

Provide IS Office technical staff with expert advice and assistance in the support of both existing and new Microsoft software products and the ability to request immediate escalation of urgent issues on standard applications with no constraints on the time required. This includes all new applications in-flight, such as Microsoft Defender. The IS Office would have as-needed 24/7 support from Microsoft, supporting the team in a timely manner, improving the overall service.

Provide the IS Office time with Microsoft to facilitate additional projects, as required, to ensure the Assembly Commission meets the needs of end users at a pace more aligned to how technology develops. This time will support the creation of a new modern environment that accommodates increased security, modern remote working, future proofing services and an all-round better end user experience. A number of hours have been proposed to advise on projects over the next three years such as the implementation of Microsoft Defender (antivirus), Microsoft Intune (to support mobile device management), migration of on-premise email to M365 (Cloud email), the support of a remote access solution, support with potentially upgrading the Hyper V Firmware, or alternative, support migrating services to the cloud, where applicable and providing support to the Assembly Commission on modernising the workplace, through additional use of the Microsoft technology stack such as SharePoint online and additional use of Teams. This time will also ensure the team

receives the necessary training to support the products in use and

strategic approach to the technology available. Microsoft provides such support hours in blocks as it provides value for money across economies of scale.

Unified Enterprise Support with unlimited reactive hours and approximately 100 proactive hours (to support products already in use), with an additional 300 proactive support hours to support the implementation of new products.

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

Price

#### **II.2.11) Information about options**

Options: No

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## **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:

The Procurement and IS Offices have discussed this requirement in detail. After conducting enquiries, it is very clear that the services which the IS Office wish to purchase are exclusive to Microsoft. They are not offered for resale by any other supplier. There are no other known suppliers who can even offer a similar level of service.

Microsoft are the only company who can provide this service and as such, there remains only one option to procure this renewal and that is through a negotiated procedure without prior publication - a direct award.

This is provided for in the Public Contracts Regulations (PCR) 2015 - specifically under regulation 32(b)(ii). This allows for contracts to be awarded without competition in circumstances where competition is absent for technical reasons. In this case, the Microsoft unified support renewal is exclusive to Microsoft and cannot be purchased from another provider.

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract/concession**

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract**

23 June 2023

#### **V.2.2) Information about tenders**

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

#### **V.2.3) Name and address of the contractor/concessionaire**

Microsoft

Dublin

Country

Ireland

NUTS code

- IE - Ireland

Microsoft Ireland

BR-064-2023

The contractor/concessionaire is an SME

No

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

Initial estimated total value of the contract/lot/concession: £231,000

Total value of the contract/lot/concession: £231,000

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## **Section VI. Complementary information**

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

The Procurement and IS Offices have discussed this requirement in detail. After conducting enquiries, it is very clear that the services which the IS Office wish to purchase are exclusive to Microsoft. They are not offered for resale by any other supplier. There are no other known suppliers who can even offer a similar level of service.

Microsoft are the only company who can provide this service and as such, there remains only one option to procure this renewal and that is through a negotiated procedure without prior publication - a direct award.

This is provided for in the Public Contracts Regulations (PCR) 2015 - specifically under regulation 32(b)(ii). This allows for contracts to be awarded without competition in circumstances where competition is absent for technical reasons. In this case, the Microsoft unified support renewal is exclusive to Microsoft and cannot be purchased from another provider.

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

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

N/A

N/A

Country

United Kingdom