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Tender

Provision of Specialist Resources for Microsoft 365 and Cloud Services

Digital Health and Care Wales ("DHCW")

F02: Contract notice

Notice identifier: 2021/S 000-025690

Procurement identifier (OCID): ocds-h6vhtk-02ebc7

Published 14 October 2021, 11:05am

Section I: Contracting authority

I.1) Name and addresses

Digital Health and Care Wales ("DHCW")

Ty Glan Yr Afon, 21 Cowbridge Road East

Cardiff

CF11 9AD

Email

laura.panes@wales.nhs.uk

Telephone

+44 2920502109

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.3) Communication

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

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

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

Provision of Specialist Resources for Microsoft 365 and Cloud Services

Reference number

P760

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

Digital Health and Care Wales is seeking to appoint a supplier to provision specialist resources with the breadth of expertise and practical experience required to meet the evolving requirements of DHCW in relation to the design and delivery of Wales-wide Microsoft 365 products, and the wider cloud transformation of DHCW national products and services. The successful supplier will be required to provide flexible highly skilled resources to be fully managed and directed by DHCW staff in accordance with its business strategy . The successful supplier will need to demonstrate a track record of delivering successful UK public sector digital transformation programmes, in particular within the NHS. In addition, an excellent working knowledge of the Welsh Public Sector, NHS Wales and the ability to work bilingually through the medium of English and Welsh is essential.

II.1.5) Estimated total value

Value excluding VAT: £6,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various Sites across Wales

II.2.4) Description of the procurement

As set out in section II.1.4 of this Notice, the successful supplier will also have established practices of expertise for Office 365, Azure, Data, SharePoint and Dynamics 365 as well as infrastructure, cloud computing, cyber security and governance, complemented by training and support services. The main high-level requirements are:

1. The continued development and support of the all Wales Microsoft 365 platform to meet best practice, including strengthening cyber security standards.
2. Utilising the Power Platform in the delivery of a set of national 'Apps' and automations to improve patient care and drive business efficiencies.
3. Support the establishment of a DHCW Office 365 Centre of Excellence ("CoE") for long-term sustainable support and development of the platform.

II.2.5) Award criteria

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

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

There will be an option to extend for a further two (2) years, in annual increments.

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

Work will be allocated to the successful supplier on a work-package by work-package basis which should enable the supplier and the Authority to manage delivery and resources effectively, thereby maximising the value from the contract. At the end of each work-package it is envisaged that a lessons learned report will be developed together with benefits analysis exercise.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

17 November 2021

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

17 November 2021

Local time

12:30pm

Place

Electronically

Information about authorised persons and opening procedure

Sealed sequential opening

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: October 2024, if the optional extensions are utilised and specialist resources are still required

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

All proposed resources must be suitably qualified and hold the relevant certifications, detailed below, in order to meet the minimum criteria detailed in the Single Procurement Document ("SPD"):

1. Microsoft Gold Partner for Cloud Platform
2. Microsoft Gold Partner for Cloud Productivity
3. Microsoft Gold Partner for Collaboration and Content
4. Microsoft Gold Partner for Communications
5. Microsoft Gold Partner for Windows and Devices

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=114830

(WA Ref:114830)

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