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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): ocids-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](mailto: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](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

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## **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.

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### **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

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## **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

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## **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](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