

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/030318-2023>

Tender

## **Microsoft Reseller Provider (“MRP”)**

Digital Health and Care Wales ("DHCW")

F02: Contract notice

Notice identifier: 2023/S 000-030318

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

Published 13 October 2023, 3:04pm

### **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](mailto: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](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**

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.1.5) Estimated total value**

Value excluding VAT: £450,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **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**

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

#### **II.2.6) Estimated value**

Value excluding VAT: £450,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Extend by up to a further 2 years in increments of no less than 12 months.

#### **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

---

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

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

#### **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

15 November 2023

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**

Tender must be valid until: 30 April 2024

**IV.2.7) Conditions for opening of tenders**

Date

15 November 2023

Local time

12:00pm

Place

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

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: Anticipated 1st October 2029

**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 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.

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=135361](https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=135361)

(WA Ref:135361)

## **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