

## OFFICER DECISION FORM

**DECISION TO BE TAKEN BY:** DIRECTOR OF FINANCE

**KEY DECISION:** NO

**DIRECTORATE:** FINANCE

**WARDS AFFECTED:** ALL WARDS

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**SUBJECT: Microsoft Support Contract Award**

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### **1.0 DECISION:**

The Director of Finance has approved the award of the Microsoft Unified Premier Support contract for the provision of the services summarised at paragraph 1.1 of the accompanying report for a 3-year term to Microsoft Ltd by way of a direct award through the Crown Commercial GCloud 13 framework.

### **2.0 REASONS FOR THE DECISION**

2.1 The Council requires support for its Microsoft Limited ("Microsoft") services to remain operational. Microsoft can provide the following services under the contract:

- 24/7 organisation-wide problem resolution support;
- Critical issue resource aligned specifically to our organisation;
- Advisory phone support
- On demand health assessments;
- Set-up and configuration services for Microsoft products;
- A full account management team, including technical staff (see above consultation services);
- Technical training; and
- Proactive and reactive technical support for business applications, servers, including critical situation response Service Level Agreements.

2.2 No further extension periods are available on the existing contract therefore an award needs to be made. G-Cloud 13 has been used to find a supplier which offers value for money and provides the support required.

2.3 Microsoft is an industry recognised market leader and is consistently positioned in the Leader category in the Gartner Magic quadrant.

### **3.0 STATEMENT OF COMPLIANCE**

The recommendations are made further to legal advice from the Monitoring Officer and the Section 151 Officer has confirmed that they do not incur unlawful expenditure. They are also compliant with equality legislation and an equality analysis and impact assessment has

been completed. The recommendations reflect the core principles of good governance set out in the Council's Code of Corporate Governance.

#### **4.0 DECLARATION OF INTEREST**

None

**Signed:**

**Officer: Matt Bennet**

**Title: Director of Finance**

**Date: 08/05/2024**

**A list of background papers on this issue is held with:**

Contact Officer: Helen Wynne-Jones, IT Services Manager

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