



## OFFICER DECISION NOTICE

8<sup>th</sup> May 2024

REPORT TITLE:	MICROSOFT SUPPORT CONTRACT AWARD
REPORT OF:	ASSISTANT DIRECTOR OF FINANCE

### REPORT SUMMARY

This report proposes the appointment of Microsoft Limited to undertake a suite of support services to enable the Council's IT systems to remain operational.

The decision will contribute directly and indirectly to the Council Plan (2023-2027) as an enabling service for all areas within the organisation. The Council Plan specifically mentions the acceleration of our digital transformation. This contract ensures the necessary support for the Microsoft products and technologies the Council has already or will implement within the duration of the contract.

This is not a key decision. This decision affects all wards in the borough.

### RECOMMENDATION/S

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

### SUPPORTING INFORMATION

#### 1.0 REASON/S FOR RECOMMENDATION/S

1.1 The Council requires support for its Microsoft Limited ("Microsoft") services to remain operational. Microsoft is able to provide the following services under the proposed 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.

1.2 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.

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

## **2.0 OTHER OPTIONS CONSIDERED**

2.1 Do nothing. There is a requirement for support of the Microsoft products and environments. A new contract is needed due to the current 12-month contract coming to an end.

2.2 Framework options via the Crown Commercial Service (CCS) have been examined. Microsoft Ltd is the single supplier for its Unified Support offering that covers the services required.

## **3.0 BACKGROUND INFORMATION**

3.1 The Council utilises Microsoft 365 software and services, including Microsoft identity for access and e-mail across the organisation. Microsoft software is embedded as a core set of business tools that underpin delivery. On premise servers and SQL databases are also heavily used across the Council.

3.2 There is a need for 24/7 problem resolution support for both proactive and reactive technical issues, and escalation support including 30 minute critical response allowing for the continued provision of services. On demand assessments for IT health and reports allow for monitoring and continued review of the health of the Council's IT systems, maximising uptime and mitigating against risks.

3.3 Access to account management and advisory support also allows the Council to maximise the value of its Microsoft assets with access to more services and capabilities. Provision of on-demand videos and learning paths support learning and development, empowering employees with access to resources and training to allow best value to be obtained from the Microsoft software and systems.

3.4 The proposed contract is by way of a direct award purchased through the government's GCloud 13 framework for cloud computing and will be for 1 year. GCloud offers a substantial saving in time and resources as a full procurement tendering process can be avoided and value for money can be achieved. The proposed contract will require Microsoft to fulfil the following support for its Microsoft software to remain operational.

## **4.0 FINANCIAL IMPLICATIONS**

4.1 The 3-year cost of support is extrapolated from product spend from the previous 12 months product usage across software assurance purchase, cloud service

purchases, and licence-only purchases made in the last 60 months under the Council's Enterprise Agreement for Microsoft software licenses.

4.2 For 3 years, the cost of the service will be £380,683.79. Each year will cost £126,894.60.

4.3 The Crown Commercial G-Cloud 13 framework Lot 3 was used to ensure competitive tender process and demonstrate value for money. Microsoft Ltd is the single supplier that can meet provision for unified support.

## **5.0 LEGAL IMPLICATIONS**

5.1 The award of this contract is being made based on the Government's G-Cloud 13 framework for cloud-based software which is managed by the Crown Commercial Services. The proposals within this report are in accordance with the Council's Contract Procedure rules and its Procurement Strategy requirements.

5.2 The award will be underpinned by a formal contract which will be drawn up by Crown Commercial Services (G-Cloud 13) and finalised by the Director Law and Corporate Services .

## **6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS**

6.1 There are no direct staffing, ICT or asset implications arising from this report.

## **7.0 RELEVANT RISKS**

7.1 Financial risk would only apply with significant cuts to the Service annual revenue budget. It would result in an inability to hit budget targets creating pressures in other areas, and a subsequent need to make unplanned savings as mitigation.

7.2 If support is not in place there is risk of major and prolonged disruption to the IT Services should an incident occur. There is also risk of lower-level support being delayed or unavailable without reactive support in place, causing end user impact.

7.3 There is a risk that expected service standards may not be met. The contract is being awarded to a provider which has a strong track record of service delivery to large multinational and government organisations. The supplier provides an Account Manager and supporting team who will meet regularly with Council officers to ensure services are being delivered to the satisfaction of the Council.

7.4 Contractual and legal risks. The award is supported by a contract to be drawn up by the Director of Law and Corporate Services and agreed with the supplier. This provides protection should an issue arise.

## **8.0 ENGAGEMENT/CONSULTATION**

8.1 There are no engagement/consultation implications arising out of this report.

## **9.0 EQUALITY IMPLICATIONS**

- 9.1 Wirral Council has a legal requirement to make sure its policies, and the way it carries out its work, do not discriminate against anyone. An Equality Impact Assessment is a tool to help council services identify steps they can take to ensure equality for anyone who might be affected by a particular policy, decision or activity. There are no direct equality impacts from this report.

## **10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS**

- 10.1 In 2020 Microsoft announced the aim to be a carbon negative, water positive, zero waste company that protects ecosystem by 2030. Microsoft Cloud Operation and Innovation Data centre campus facilities are ISO 50001:2018 certified for the management of energy used in the provision of cloud-based services.
- 10.2 Microsoft is investing in accelerating climate innovation through a \$1 billion Climate Innovation Fund (CIF), investing in innovative technologies and business models that have the potential for measurable climate impact by 2030.
- 10.3 Microsoft has developed and deliver sustainable solutions, tools, and resources to help customers accelerate their sustainability progress. Report and tools are available for the Council to use to support sustainability and environmental impact.

## **11.0 COMMUNITY WEALTH IMPLICATIONS**

- 11.1 The Microsoft support contract will improve the provision and quality of Microsoft software and services to IT and Digital, and end users across the organisations. This will have positive impact on service deliver.
- 11.2 Microsoft is committed to the long-term health of the communities in which they operate. They work to support inclusive economic opportunity and build a sustainable future. Microsoft works with local communities, via organisations such as the Council, to help individuals and communities access pathways to growth and opportunity, including investing in programs to help people build skills for jobs and livelihood opportunities and increase access to computer science education.

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## **APPENDICES**

Not applicable

## **BACKGROUND PAPERS**

Microsoft Enterprise Agreement  
Microsoft Environmental Compliance  
Digital Data and Technology roadmap  
Gartner® Magic Quadrant™ for Endpoint Protection Platforms  
Gartner® Magic Quadrant™ for Access Management  
Gartner® Magic Quadrant™ for Analytics and BI Platforms  
Gartner® Magic Quadrant™ for Strategic Cloud Platform Services

**TERMS OF REFERENCE**

Part 3 Section C – Overview and Scheme of Delegations of Authority to Officers

The decision is not reserved to a Committee or Sub-Committee and the Director is satisfied that paragraphs 2(a) to 2(c) apply.

**SUBJECT HISTORY (last 3 years)**

<b>Council Meeting</b>	<b>Date</b>