



<b>REPORT TITLE:</b>	<b>MICROSOFT SUPPORT</b>
<b>REPORT OF:</b>	<b>HEAD OF ICT AND DIGITAL</b>

## **REPORT SUMMARY**

This report seeks authority for the award of a Microsoft Unified Premier Support contract for the Council to Microsoft Ltd. This will be for a twelve-month term to commence subject to contract on 25<sup>th</sup> May 2023.

The decision will contribute directly and indirectly to the delivery of key themes in the Wirral Plan 2021-2026, as an enabling service to support other areas delivering outcomes. The Wirral plan references the underpinning aspect of a robust digital system enabling remote connectivity and the ability to maintain essential services using digital technology.

It is also a key enabler in supporting the increased use of digital technology and integrated working and supports the Digital strategy by enabling staff and members through digital.

This is not a key decision.

This decision affects all wards in the borough.

## **RECOMMENDATION/S**

The Director of Resources is recommended to approve the award of the Microsoft Unified Premier Support contract for the provision of the services summarised at paragraph 3.7 of this report for a 12-month term to Microsoft Limited by way of a direct award through the Crown Commercial GCloud 13 framework RM1557 Lot 3.

## **SUPPORTING INFORMATION**

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

- 1.1 The Council requires support for its Microsoft Limited (“Microsoft”) software to remain operational. This covers proactive and reactive technical support for business applications, servers, and includes critical situation response Service Level Agreements. 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.

### **2.0 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 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 organisation.
- 3.2 Across the Council 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 maximize the value of its Microsoft assets with access to more services and capabilities.
- 3.4 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.
- 3.5 Microsoft is an industry recognised market leader, and is consistently positioned in the Leader category in the Gartner Magic quadrant.
- 3.6 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. G-Cloud offers a substantial saving in time and resources as a full procurement tendering process can be avoided and value for money can be achieved.

3.7 The proposed contract will require Microsoft to fulfil the following support for its Microsoft software to remain operational. Including

- Services Hub to build skills, manage risks, gain insights
- As-needed 24x7 organization-wide problem resolution
- Proactive services around implementation, security and optimisation
- Enterprise support - 15-min response for critical Azure support
- Additional add-on proactive services and enhanced support services available separately
- Personalised support to maximise business outcomes

#### **4.0 FINANCIAL IMPLICATIONS**

4.1 The 12-month cost of support is based on product spend from previous 12 months product usage across software assurance purchases, cloud services purchases, and licence-only purchases made in the last 60 months under the Councils Enterprise Agreement for Microsoft software licences.

4.2 For the 12-month contract the cost of the service will be £138,730.

4.3 The Crown Commercial G-Cloud 13 framework Lot 3 was used to ensure competitive tender process and demonstrate value for money. Microsoft 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 Governance.

#### **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 with out 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 drawn up by the Director of Law and Governance 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 have 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**

### **BACKGROUND PAPERS**

Microsoft Enterprise Agreement  
Microsoft Environmental Compliance  
Azure Active Directory ITDM Survey  
Modern Service Management Capability Assessment for Office 365  
Digital Data and Technology roadmap

### **SUBJECT HISTORY (last 3 years)**

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