

Report of ICT Service Development Manager

Report to Chief Information Officer

Date: 30 April 2015

Subject: Approval to waive Contract Procedure Rules 8.1 and 8.2 and enter into a contract with Microsoft for the provision of Microsoft Premier Enterprise Support Services

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| Are specific electoral Wards affected? If relevant, name(s) of Ward(s): | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Are there implications for equality and diversity and cohesion and integration? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Is the decision eligible for Call-In? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number: | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |

Summary of main issues

1. The Council has in place a contract with Microsoft for the provision of Microsoft Enterprise Support Services (MS Premier), which expires 30th April 2015.
2. There is a requirement to continue the provision of a service to provide support services for all utilised/deployed Microsoft products across the Council (as defined in the contract for the LCC Microsoft Enterprise Agreement).
3. The current service has been in place since the original Microsoft EA agreement in 2007.

Recommendations

4. The Chief Officer, ICT is recommended to approve the waiver of Contract Procedure Rules 8.1 and 8.2 and enter into a contract with Microsoft for the provision of Enterprise Support Services.

1 Purpose of this report

- 1.1 This report seeks approval from the Chief Officer, ICT to waive Contract Procedure Rules 8.1 and 8.2 and enter into a contract with Microsoft for the provision of Enterprise Support Services.

2 Background information

- 2.1 The existing contract with Microsoft for the provision of a Enterprise Support Services expires on 30th April 2015.
- 2.2 There is a requirement to continue to provide the Enterprise Support service. This consists of 2 major parts –
 - 2.2.1 Problem resolution and support for MS Software products
 - 2.2.2 Pre-paid services based on adoption / product changes defined in the Essential Services Programme. This extends to include assurance, risk assessment and knowledge transfer relating to relevant MS products / software.

3 Main issues

- 3.1 The Council has deployed a range of systems and applications from Microsoft within the current service. For example, this includes (but is not limited to) Windows 7 (for desktop equipment), Exchange (for Email & calendar), SharePoint (for Collaboration & Records Management), Windows Server (for delivery/hosting of corporate & line of business applications), SQL Server (for structured Databases) and Lync (for conferencing and collaboration services).
- 3.2 Should a contract not be awarded, the Council would be unable to provide any SLA service guarantee to directorates on both failure / incident resolution relating to any MS software or on assurance, adoption recommendations on MS software and MS best practise guidelines not publically available.
- 3.3 The Microsoft products are proprietary and therefore this support service can only be provided by Microsoft.

4 Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 The Service owner has been consulted and this report reflects the continuing requirements of an Enterprise Support service.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 There are no Equality and Diversity / Cohesion and Integration issues associated with this decision.

4.3 Council Policies and City Priorities

- 4.3.1 The service underpins cross cutting Council requirements to provide a range of essential services and functionality to all connected employees of the Council.

4.4 Resources and Value for Money

4.4.1 The Microsoft products are proprietary and therefore this support service can only be provided by Microsoft. Evidence of obtaining / ensuring value for money can be measured in 2 critical areas.

4.4.1.1 Cost to LCC of problem resolution to Council wide critical services.

22 case details were logged in 2014/15 and 21 resolved in the SLA (96%). This enabled service delivery / recovery of problem incident's that would otherwise had significant operational impact across the Council. Examples of these cases include application servers failing to boot, Web / SharePoint servers unavailable and requiring deep level diagnostics (on occasions provided from the USA)

4.4.2.2 Experience / issues on adoption of new / updated MS software and steady state delivery of MS software.

Service / product launch has been very successful to date with minimal disruption to business service, leveraging the expertise within MS on their developed software solutions. The Premier Service contributes to the seamless introduction of services / solutions and provides ongoing assurance against failure through the MS Risk Assessment Program. The fixed cost of the service is £63,570 per annum (revenue funded for Section 2.2.1) and £107,831 (ESP capital funded for Section 2.2.2) with recommendation to agree a 1 year term. A longer term multi-year agreement is not recommended due to the potential fundamental shift to Microsoft subscription based services from 2016/17 onwards.

4.5 Legal Implications, Access to Information and Call In

4.5.1 The value of the service does not fall within the scope of the Public Contract Regulations.

4.5.2 The award value is an administrative decision and the waiver of the Contract Procedure Rules is a Significant Operational Decision.

4.6 Risk Management

4.6.1 The contract will be managed in accordance with the contract Microsoft Service Delivery management plan.

5 Conclusions

5.1 To ensure the continued provision of a MS Enterprise Support services, the contract should be awarded to Microsoft.

6 Recommendations

6.1 The Chief Officer, ICT is recommended to approve the waiver of Contract Procedure Rules 8.1 and 8.2 and enter into a contract with Microsoft for the provision of an Enterprise Support Service.

7 Background documents

7.1 None.