



Contract Approval Request

HSE Contract Approval Request Summary

Title	HSE 22890 – Mini Competition under Multi-Supplier Framework Agreement for the provision of Microsoft Solution Renewals and Associated Services (ISW023F) for Health Service Executive. eTenders ID: CFT 3030445
Contract Duration	24 months
Extension Period	3 x 12 month optional extensions
Total Contract Value	Estimated [REDACTED] to [REDACTED] with an initial term of 24 months with 3 x 12 month extensions (Incl VAT)
Annual Contract Value	Estimated [REDACTED] - [REDACTED] (Incl VAT)
Awarded Supplier(s)	Software Pipeline Ireland Limited
Incumbent Supplier(s)	Software Pipeline Ireland Limited
Date Submitted	26/04/2024
Estimated Start Date	01/07/2024
Portfolio Name	Digital Health & Innovation
Submitted by	Orla Higgins, Procurement Team Lead Brenda Scanlon, A/Category Specialist
Procurement Process Type	OGP assisted Mini Competition
Issues Encountered	N/A
Summary	<p>A Mini competition was conducted in conjunction with OGP by publishing a “Supplementary Request for Tender” (SRFT) for a Licensing Solution Provider for the provision of Microsoft Licensing Services under their Framework Agreement ISW023F. The awarded supplier will provide ongoing account management, pre and post-sales support and expert advice on a range of Microsoft licensing topics including:</p> <ol style="list-style-type: none">1. Software Asset Management (SAM) Services2. Microsoft Licensing Services3. Account Management Services

1.0 Explanation of Requirement

The HSE currently has a number of licensing agreements in place with Microsoft namely;

- Enterprise Agreement Subscription (EAS) Includes Azure licensing
- Server Cloud Enrolment (SCE)
- Covid Care Tracker
- National Vaccination System
- Test License Agreement
- HBS Recruitment
- HBS Dynamics
- National Rehabilitation Hospital
- Microsoft Azure
- SQL Extended Support
- Select Plus Agreement Agreement (On premise licensing)

This contract is to engage a Licensing Solution Provider for the provision of Microsoft Licensing Services for the HSE.

Staff enablement through the provision of appropriate infrastructure, including necessary licencing, will allow health service staff to leverage and maximise existing systems, and will facilitate the increased and secure sharing and communication of key health system data.

The current contract, with Software Pipeline Ireland Limited, is due to expire on 30th June 2024.

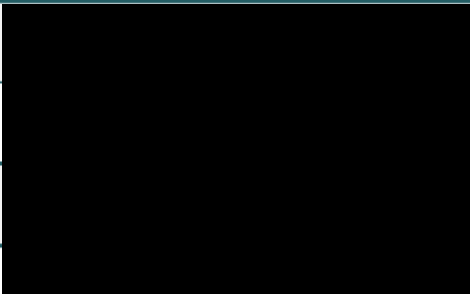
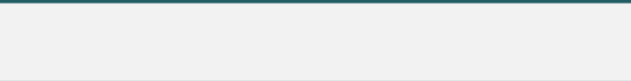

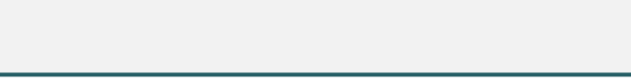

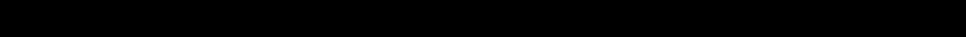
In terms of unit costs, tendering agencies were asked for costs for every piece of available inventory (to form part of the contract), allowing us to select the most beneficial offering for the HSE's planned or forecasted business needs.

Details of how contract value was determined down to unit costs and volumes are outlined in Appendix B (Pricing Schedule).

2.0 Procurement Market

There are a small number of approved Microsoft licensing providers in the Irish Market. The Office of Government Procurement (OGP) appointed Five (5) pre-selected specialist suppliers (framework members) to Multi Supplier Framework Agreement for the provision of Microsoft Solution Renewals and Associated Services ISW023F (Framework E-Tenders ID: CFT 1878291) .

The table below lists the framework members:

Framework Members	
	
	
	
	
	

This Framework operates across the public service and can be used by Government Departments and public bodies, including the HSE. The HSE has, with OGP support, held a mini-competition on the OGP Framework. The proposed contractor will guarantee HSE current tendered prices for the duration of the contract.

The contract duration was set at 2 years, with an option for three 12-month extensions to ensure good value into the future.

Three submissions were received for this Supplementary Request for Tender (SRFT), which allowed fair competition. The following framework members tendered for this contract:

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3.0 Procurement Strategy

The OGP assisted the HSE in running a mini-competition using the OGP Framework for this contract, which allowed us to go straight to tender in a closed competition with the agencies available on the Framework. There are five (5) pre-selected specialist suppliers appointed to the Framework.

Three (3) of these submitted a tender response document.

HSE Procurement provided advice and support and the OGP team oversaw all stages of the process.

4.0 Procurement Process

A Mini competition was conducted in conjunction with OGP amongst all of the framework members of Multi Supplier Framework Agreement for the provision of Microsoft Solution Renewals and Associated Services by publishing a “Supplementary Request for Tender” (SRFT) via eTenders. The procurement process detailed above complies fully with Statutory Instrument No. 284 of 2016 European Union (Award of Public Authority Contracts) Regulations 2016 giving effect to Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC; HSE Procurement Policy; and HSE National Financial Regulations. Three tender submissions were received in response to this mini competition and each tender response document was evaluated against set criteria outlined in Appendix A. All submissions passed the compliance check and mandatory criteria and all four tenderers were evaluated under the award criteria.

See Appendix A – Procurement Report Summary for more details.

5.0 Value for Money

Three competitive bids were evaluated. The proposed contractor was the lowest cost bidder overall.

Licensing pricing was submitted on an inventory basis – based on current and estimated projected HSE consumption.

Using the OGP framework, it ensured that below open-market Mark-Up rates were obtained [REDACTED] %)

Licensing prices submitted at tender will form part of the contract, along with per diem rates and the contract will be audited at least annually.

Please see attached appendix B Pricing Schedule.

6.0 Environmental Impact Statement

The EPA GPP Criteria for ICT Products and Services does not specifically encompass criteria related to software licensing or professional services. Nevertheless, the services encompassed by this Framework inherently possess environmentally friendly attributes i.e. it relates to software renewal services that are largely accessed on line and delivered remotely and as such software subscription and licensing services inherently align with green principles.

During the design phase of the Framework the OGP undertook a thorough exploration regarding the potential inclusion of green criteria. This exploration encompassed EPA GPP considerations for ICT Professional Services, licensing deployment methodologies, and green credentials of Microsoft Resellers who are the potential framework members. However, it's worth noting that the green credentials of resellers are contingent upon the OSM, Microsoft who are not a party to the Framework. Resellers therefore face difficulties in compelling OSMs to provide appropriate evidence to support their responses to the relevant green criteria thus limiting our ability to evaluate green.

7.0 Budget

The contract will be signed in June 2024 for a period of 2 years. The basis of the contract is drawdown. The actual volume depends on funding, future ICT policies, staffing levels, organisational changes, emerging and new projects, etc. The funding for this contract is available from the eHealth Revenue budget, as confirmed by the Budget Holder, Michael Redmond, eHealth's Chief Operating Officer. The annual amount of purchase is likely to be [REDACTED] - [REDACTED] (Incl VAT).

8.0 Risk Management

Insurance levels were sought at recommended levels. The successful agency will be required to provide proof of insurance before the contract is finalised.

Bespoke contract conditions were also contained in the RFT, including:

1. Time of delivery shall be of the essence and if the Contractor fails to deliver the Services within the time period promised or specified in the Specification, the Client may by notice in writing to the Contractor's Contact release itself from any obligation to accept and pay for the Services and terminate this Agreement in either case without prejudice to any other rights and remedies of the Client.
2. 100% of agency fees will be at risk pending annual evaluation on service and quality



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9.0 Contract Management

HSE eHealth have an expert team focused on managing the contract with the approved Microsoft Licensing Services Provider, led by the Chief Operating Officer of eHealth.

Microsoft provides a licensing portal, which allows the HSE to manage all licensing requirements.

10.0 Approval

The Procurement Team recommends the award of this contract as detailed above and confirms:

1. The procurement process detailed above complies fully with Statutory Instrument No. 284 of 2016 EUROPEAN UNION (AWARD OF PUBLIC AUTHORITY CONTRACTS) REGULATIONS 2016 giving effect to Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC; HSE Procurement Policy; and HSE National Financial Regulations;
2. No member of the Evaluation Team or anyone else involved in the above procurement process had any registered interest or conflict of interest with any of the tenderers;
3. Award of contract(s) is subject to the receipt of satisfactory tax and insurance certificates;
4. Award of contract will be governed by legally binding contracts which protect HSE interests. The contract will include appropriate confidentiality clauses;
5. Funding is available to meet the cost of this contract.
6. Total life cost analysis has been carried out and the recommended contract represents best value for money;
7. The business benefits identified will be tracked to ensure that they are realised and will in due course be available to Board/CEO/National Director etc. and C&AG;
8. A contract will not be concluded within the standstill period required under European Communities (Public Authorities' Contracts) (Review Procedures) Regulations 2009.

Submitted By:

Orla Higgins

Date: 04/04/2024

Procurement Team Lead

The undersigned accepts and supports the recommendation of the Procurement Team.
Recommendation Accepted & Supported by:

Grenda Stanton

Date: 04/04/2024

A/Category Specialist

Approval

In accordance with HSE Purchase to Pay National Financial Regulations Board/CEO/National Director etc., (edit as appropriate) approval is requested

	Procurement Process Approval	Budget Holder Approval
Approved By		<i>Michael Redmond</i> Michael Redmond
Position		Chief Operating Officer eHealth
Date		05/04/2024



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Appendix A Procurement Report Summary

Tender Procedure			Mini-Competition under Framework Agreement for the Provision of Microsoft Solution Renewals and Associated Services		
Publication Date www.etenders.gov.ie			31 January 2024		
Publication Date on OJEU			N/A		
Number of Expressions of Interest Received <i>(For Restricted Procedures Only)</i>			3		
Number of Tenders Received by Closing Date			3		
Closing Date			23 February 2024		
Tender Opening Date			23 February 2024		
Tenders Opened by			OGP – Morgan O'Reilly OGP – Clare Kelly		
Procurement Team					
Name		Title		Role	
Morgan O'Reilly, OGP		Category Specialist, Higher		Chairperson	
Clare Kelly, OGP		Category Specialist		Co-Chair	
Damien Gill, OGP		Category Manager		Co-Chair	
James Carroll, HSE		Head of Technology & Deployment		Technical Evaluator	
Sean Lennon, HSE		Head of Office 365 CoE		Technical Evaluator	
Colette Scollan, HSE		Planning Manager		Project Working Group	
Orla Higgins, HSE		Category Support		Project Working Group, Procurement Support	
Selection Criteria					
Main Criteria		%	Sub-Criteria	%	Min %
N/A as this is a Mini Competition					



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Suppliers who Failed to Qualify at Selection Stage				
Name	Reason			
N/A				
Award Criteria				
Main Criteria	%	Sub-Criteria	%	Min%
1. Quality of SAM Services Proposed	20	N/A	N/A	41
2. Quality of Microsoft Licensing Services Proposed	20	N/A	N/A	41
3. Quality of Account Management Services Proposed	20	N/A	N/A	41
4. Cost	40	N/A	N/A	N/A
Suppliers who Failed to Qualify at Award Stage				
Name	Reason			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			
[REDACTED]	[REDACTED]			



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Financial Ranking Following Award Evaluation

#	Name	Score
1		400
2		393.5
3		385.2

Non-Financial Following Award Evaluation

#	Name	Score
1	ted	482
2		428
3		370

Most Economically Advantageous Ranking Following Award Evaluation

#	Name	Score
1		882.0
2		813.2
3		763.5

Cost Drivers

Element	%	Influencing Factors
N/A		
Total	100%	



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Budget Savings or Cost (Calculate both columns based on pre contract full year volumes)		
Pre Contract Full Year Cost	Post Contract Full Year Cost	Full Year Benefit / (Cost)
2023 cost: 1 ██████████ ██████████ licenses, Azure consumption & other foundational technology	2024 cost: ██████████ ██████████ licenses, Azure consumption & other foundational technology	N/A

See Appendix B for detail

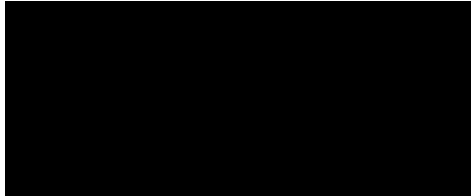
Note: The increase in costs is reflecting growth in the HSE's O365 user base under the onboarding programme. This will increase in 2024 to the all staff in the HSE who are online.

Procurement Process Assurance		Tick to Confirm
The Procurement Team Confirms ✓		
1	The procurement process detailed above complies fully with Statutory Instrument No. 284 of 2016 European Union (Award of Public Authority Contracts) Regulations 2016 giving effect to Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC; HSE Procurement Policy; and HSE National Financial Regulations.	✓
2	No member of the Evaluation Team or anyone else involved in the above procurement process had any registered interest or conflict of interest with any of the tenderers.	✓
3	Total life cost analysis has been carried out and the recommended contract represents best value for money.	✓
And subject to recommended contract being approved:		
4	A contract will not be concluded within the standstill period required under European Communities (Public Authorities' Contracts) (Review Procedures) Regulations 2009.	✓
5	Award of contract(s) will be subject to the receipt of satisfactory tax and insurance certificates.	✓
6	Award of contract will be governed by legally binding contracts which protect HSE interests.	✓
7	A contract award notice will be published on eTenders.	✓



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Appendix B Pricing Schedule



Appendix C Evaluation Report

