

Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

1. Introduction and background to the Authority

The Department for Environment Food and Rural Affairs (“Defra”) is the UK government department responsible for safeguarding our natural environment, supporting our world-leading food and farming industry, and sustaining a thriving rural economy. Our broad remit means we play a major role in people's day-to-day life, from the food we eat, and the air we breathe, to the water we drink. Defra works with 33 agencies and public bodies (together known as the “Defra Group”). Potential Providers can find the full list of those agencies at:

<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

The initial recipients of the License Services are the “Core Defra Group”, consisting of Defra, the Environment Agency (EA), Natural England (NE), Animal and Plant Health Agency (APHA), Marine Management Organisation (MMO), Rural Payments Agency (RPA) and the Joint Nature Conservation Committee (JNCC) and Veterinary Medicines Directorate (VMD). The remaining organisations within the Defra Group are potential service recipients and may be added to the contract at a later date via change control.

The Secretary of State for Department for Environment, Food and Rural Affairs (the “Authority”), the UK Government Minister responsible for Defra, will enter into the contract as the Government party. In turn, Authority will supply License Services to other organisations within the Defra Group that elect to receive them. In this document, each organisation receiving Services via Authority is referred to as a “Service Recipient” and the group of organisations receiving services via Authority at any one time are referred to as “Service Recipients”. Authority reserves the right to recover losses caused by the Potential Provider, even where those losses are suffered by Service Recipients and not Authority.

2. Overview of the requirement

2.1. Authority is looking to enter the market for a Microsoft Solutions Partner.

2.1.1. Authority currently procures Microsoft licenses through an accredited Solutions Partner whereby the Enterprise Agreement (EA) is due to expire on 30/06/2023.

2.1.2. Existing Microsoft Agreements are retained Authority contracts.

2.1.3. Authority currently has several agreements including an Enterprise Agreement ("EA") for Modern Workplace, and Server and Cloud Enrolments ("SCE's") for Dynamics/PowerApps, Server/SQL Server and Azure.

2.1.4. Authority's enrolments have been awarded through a Crown Commercial Service's framework agreement and are appointed to the incumbent suppliers – this contract will be varied through the Change of Channel Partner process to the awarded supplier from this competition within three months of the award.

2.1.5. Authority has a Dynamics/PowerApps SCE which is due to expire on the 30/09/2023 and is in scope for this Further Competition. It is envisaged that Potential Providers will advise on the optimisation and preferred license models required for Dynamics/PowerApps for Authority. This SCE will also be subject to a Change of Channel Partner via Microsoft.

2.1.6. Authority has SCE for Server/SQL Server which is due to expire on 30/09/2023 and is in scope for this Further Competition. This SCE will also be subject to a Change of Channel Partner via Microsoft.

2.1.7. The new agreement will run for a period of 39-months from 1st July 2023 to 30th September 2026. Throughout this 39-month period, Authority requires flexibility within the agreement to allow it to scale its operations in accordance with demand for its services without having to amend the agreement.

2.1.8. It is anticipated that overall volumes will change over the lifecycle of the agreement, and therefore Potential Providers are required to work closely with Authority to provide strong true-up / down support in advance of annual declaration.

2.1.9. As part of the resulting contract Authority will be seeking to align and right size their Unified Support Agreements, and to potentially co-terminate with the EA.

2.2. Added Value License Services

2.2.1. Authority recognises the value in software support services in optimising its software estate. Over the term of the contract Authority will be looking to exploit opportunities to generate savings and improve ICT services for end users. Considering this Authority is interested in the value-added activities and license expertise, that can be offered to take the relationship between Authority and Supplier to a new level.

2.2.2. Authority requires a Supplier that can provide its requirements centrally with appropriate support/advice. They must have an in-depth understanding, and be able to demonstrate, how to gain the maximum leverage within the software market. Authority is looking for a Supplier to work collaboratively with its in-house teams in order to share knowledge and evaluate longer term strategies for the IT landscape, whilst meeting the ever-increasing needs of the business and reducing its Total Cost of Ownership (TCO).

2.2.3. Authority is looking for a Supplier who can add value to the organisation by not only offering a seamless and integrated approach to IT assets purchasing but actively help it to reduce its operating costs. A Supplier with a proven track record in software license management and procurement practices.

2.2.4. Potential Providers must ensure that their response separates those services that are provided through their standard account management processes, the value-added services that are part of the account management services and any additional services which may be provided at extra cost.

3. Specification

3.1. Microsoft Solutions Partner

3.1.1. The Authority is seeking the provision of a new Microsoft Licensing Agreement and Solutions Partner for a period of 39-month from 1st July 2023 to 30th September 2026.

3.1.2. The successful Supplier will be required to manage all of Authority's and associated other recipients' enrolments as and when they are renewed throughout the life of the agreement.

3.1.3. The successful Supplier will be required to interact with the Authority's electronic billing and payments platform delivered by Shared Services Connected Limited ("SSCL").

- 3.1.4. The Authority requires the completion of the Bill of Materials contained within Appendix D to cover the provision of the products therein under its Microsoft licence agreements.
- 3.1.5. Authority will require expert support and accredited personnel to guide them during the lifetime of the new agreement with the successful Supplier ensuring the best use of all Microsoft licence agreements. E.g., Server Cloud Enrolments (SCE's)
- 3.1.6. The successful Supplier will be required to recommend and justify its recommendations for product licencing and deployment options, including hosting, to maximise Authority's return on investments and optimise its Microsoft estate.
- 3.1.7. The approximate numbers for Defra:
- Total current approximate server instances across the estate are 3,100
 - Total current approximate devices across the estate are 32,000
 - Total current approximate users across the estate are 29,000
 - The estimated Microsoft Azure Consumption Commitment for the term of the agreement is approximately £55m

These figures are provided as an indication of volumes only and not intended to be an accurate representation of the current estate. The Authority offers no guarantee of volumes.