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## Provision of Azure Cloud Consumption

I.D.: 89922275

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Descriere: The Authority is tendering for Azure cloud consumption services. It is a requirement that the proposer is a Microsoft Azure direct bill Cloud Service Provider (CSP) authorised to operate as a Microsoft direct CSP Provider in Ireland. Additionally, the CSP provider must hold Azure Expert MSP (Managed Service Provider) credentials. The Authority currently maintains 17 "Azure Plan" CSP subscriptions within a single Azure Active Directory (Azure AD) tenant. To streamline the invoicing and billing process, these CSP subscriptions have been consolidated under a single CSP provider. This competition is solely for the provision of Azure cloud consumption only. The CSP must be located in the EEA, or in a country which has an adequacy decision from The European Commission in relation to regulation 2016/679. The CSP must provide English based support 24 hours a day, 7 days a week. Note that this support is for the purpose of escalation of tickets to Microsoft on Azure fabric specific issues. Tenderers must provide their Service Level Agreements (SLAs) and their processes for Priority 1 and Priority 2 tickets. The estimated contract value for the duration, including any extensions is €4.8m. However, the Authority reserves the right to expend up to €6m.

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