

REQUEST FOR INFORMATION (RFI)

Third-party enterprise support services for Microsoft technologies (replacement for Microsoft Unified Support)

1. Purpose of this RFI (Non-binding)

This Request for Information (RFI) is issued as a non-binding market dialogue in accordance with the Norwegian Act relating to public procurement (anskaffelsesloven) and the Public Procurement Regulations (anskaffelsesforskriften). The purpose of the RFI is to obtain information from the market on third-party enterprise support services that may replace or supplement Microsoft Unified Support for the Contracting Authority's Microsoft environment.

Objectives:

- Understand the capabilities, delivery models, SLAs and pricing structures available from third party providers.
- Identify risk, security and compliance implications for supporting Microsoft technologies outside Microsoft's Unified Support.
- Collect input that may improve the scope, requirements, sustainability criteria (e.g., climate/environment weighting), and contract structure for potential procurement.

Participation in this RFI does not constitute a tender, does not form part of a procurement procedure, and does not create any obligations for either the Contracting Authorities or participating suppliers.

2. Contracting Authorities

Contracting Authorities are the four regional health authorities in Norway:

- South-Eastern Norway Regional Health Authority,
- Northern Norway Regional Health Authority,
- Western Norway Regional Health Authority and
- Central Norway Regional Health Authority.

Either directly or through their separately fully owned shared service center. For further information please see Appendix A – About the customers.

The process of market dialogue, possibly followed by a procurement process, is led by the health authorities' shared trust for procurement and contract management, Sykehusinnkjøp HF. Sykehusinnkjøp is one of Norway's largest purchasing centrals and manages a procurement portfolio with an annual value of approximately NOK 57.3 billion. Sykehusinnkjøp HF has the strategic and operational responsibility for the procurement of products and services to the specialist healthcare service in Norway.

3. Communication

All communication throughout the process shall take place via the procurement portal issuing this RFI. Any other communication with individuals involved in the decision-making process is

not permitted, and inquiries made through other channels should not be expected to receive a response. This is to ensure that all communication is logged.

4. Background and Current Situation

The Contracting Authorities are Norwegian public health trusts with extensive use of Microsoft technologies across cloud and on-premises environments. The organizations currently utilize Microsoft Unified Support for support services related to its Microsoft portfolio. The Contracting Authorities are exploring whether third-party support models may provide equal or better service levels, flexibility, and cost efficiency while maintaining required levels of security, compliance, and availability.

5. Microsoft Environment (Indicative)

The Microsoft environment includes, but is not limited to:

- Microsoft 365 (Exchange Online, SharePoint Online, Teams)
- Azure (IaaS, PaaS, security and identity services)
- Microsoft Entra ID (Azure AD)
- Windows Server and SQL Server
- Endpoint security and device management
- Developer platforms such as Azure DevOps and GitHub

See Appendix B – List of Microsoft services and products for more details.

6. Indicative Scope of Third-Party Support Services

The Contracting Authorities are interested in information regarding the following service areas:

- Reactive support (incident and problem management, 24x7 availability, defined SLAs per severity).
- Proactive services (health checks, assessments, optimization and advisory services).
- Service and success management (named service manager, reporting, governance).
- Mission-critical and major incident support.
- Developer and DevOps support services.
- Transition and onboarding from Microsoft Unified Support.

7. Information

Requested from Suppliers

Suppliers are requested to provide structured responses covering the following topics:

A. Company & capability overview

1. Brief profile, ownership, relevant certifications (e.g., ISO 27001/27701, ISO 9001), Microsoft designations/partner status.
2. Experience delivering enterprise Microsoft support for public sector in Norway/EEA, referenceable engagements of comparable size/complexity.
3. Capacity with respect to the volume of this request

B. Service model and coverage

4. Description of support model (follow the sun vs. regional; language coverage incl. Norwegian/English; staffing profile; security clearance options).
5. Service catalog aligned to the towers in section 5. Identify in/out of scope.
6. SLAs/SLOs: response, restore, and resolution targets per severity; measurement method; monthly reporting; service credits.
7. Escalation pathways to Microsoft (e.g., when/if you engage Microsoft Unified/Premier on our behalf), including lead time and accountability model end to end. Please also describe approaches where escalation isn't needed due to in-house expertise.

C. Security, compliance & data protection

8. Case handling and data residency: where tickets, logs, and artifacts are stored; sub processors; access control; auditability.

D. Transition and service readiness

9. Proposed transition plan from Microsoft Unified (or current state) with risks, dependencies, and mitigation (e.g., knowledge capture, SIEM/SOAR integration, runbook handover).
10. Tooling integration already available: ITSM (e.g., ServiceNow), monitoring, CMDB, identity (Entra ID), and incident command tools.

E. Sustainability and social responsibility

11. How your service contributes to climate and environmental objectives; proposed measurable indicators we could use in a later competition to conform with Regulation on Public Procurement (FOA § 7 9), which 30% default weighting unless well justified alternatives—including energy efficiency, travel reduction, near shoring, and lifecycle emission reporting for service delivery.

F. Pricing approach

12. Indicative commercial models: e.g., flat subscription by user/base spend, incident based, tiered SLA bands, or hybrid models; what's included vs. optional.
13. Cost drivers and levers (volume, scope towers, hours, coverage windows, dedicated engineers, mission critical options).
14. Proposals for performance incentives/penalties (service credits, gainshare).

G. Value-add and differentiation

15. Examples where third party support delivered better outcomes, faster response or lower TCO vs. Microsoft Unified; include anonymised metrics if available. (We're aware of market commentary on differences between Unified and third party providers and seek supplier neutral evidence.)
16. Other differentiators that may be relevant for a selection process

8. Response Format and Submission

Responses shall be submitted electronically through the procurement portal by **28th of August**. Responses should be written in Norwegian or English and should not exceed **20** pages excluding appendices. A short and precise response will be appreciated, following the the structure and numbering corresponding to Section 7 of this RFI.

9. Confidentiality and Public Access

The Contracting Authorities and its employees are obliged to prevent others from gaining access to or knowledge of information concerning technical solutions and methods, or operational and commercial matters, where disclosure would be of competitive significance, cf. section 7-4 of the Regulation on Public Procurement, cf. section 13 of the Public Administration Act.

10. Further Process

The Contracting Authorities reserve the right to, at their discretion, to contact suppliers, based on their response, for follow up questions. The Contracting Authorities may also invite selected suppliers for 1:1 online session.

Based on the information received, the Contracting Authorities may decide to initiate a formal procurement procedure. Any such procurement will be announced separately through Doffin and TED.