

# Microsoft NCE SaaS Catalogue — Lot 2b Product Definition / Service Definition

## 1) Service Overview

**Service name:** Microsoft CSP/NCE Licensing (Microsoft NCE SaaS Catalogue)

**Lot:** 2b – Software as a Service (SaaS)

**Service description (summary):**

This service provides UK public-sector organisations with access to Microsoft's cloud-based SaaS applications via the **New Commerce Experience (NCE)** (formerly CSP). It enables customers to **procure, deploy, manage, and optimise Microsoft 365 and related cloud services** with compliant subscription management, configuration guidance, and ongoing support.

**Cloud deployment:** Public cloud and Hybrid cloud options (as relevant to underlying Microsoft 365 services).

**Supplier role:** Reseller providing extra support for Microsoft services (organisation resold: Microsoft).

## 2) Service Categories (Lot 2b taxonomy)

This catalogue covers the following buyer-search categories in the Digital Marketplace and is mapped consistently in the Pricing Schedule:

- **Applications** (e.g., M365 Apps, Forms, Lists, Planner, Stream, Visio, Power Apps, Power Automate).
- **Collaborative** (e.g., SharePoint, OneDrive, Loop, Whiteboard, core Teams collaboration).
- **Conferencing & Virtual Event**
  - Web Conferencing Applications (Teams Meetings, Audio Conferencing).
  - Virtual Event Applications (Teams Live Events / Town Hall).
- **Email** (Exchange Online, EOP, Archiving).
- **Enterprise community** (Viva Engage / Community experiences).
- **Team collaboration** (Teams chat/channels, Shifts, Approvals, Planner/Tasks).

### 3) Service Features & Benefits

#### **Features** (as per your listing):

- Licensing procurement and management
- Subscription optimisation
- Configuration and governance guidance
- Security and compliance alignment
- Tenant-level operational support
- Adoption and user enablement
- Reporting and usage insights
- Post-deployment support

#### **Benefits** (buyer outcomes):

- Secure, compliant adoption of Microsoft cloud services
- Reduced administrative effort in licence/subscription management
- Productivity improvements through cloud-first, secure collaboration tools
- Cost control via optimisation and licensing governance
- Alignment to public-sector standards for secure SaaS operations
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### 4) Scope, Add-ons & Extensions

- **Software add-on or extension:** Yes (can also be used standalone). Extends Microsoft 365 and Entra ID with enhanced licensing oversight, configuration governance, optimisation insights and management tooling beyond native admin portals.
- **Multi-cloud support:** Yes (as applicable to Microsoft cloud services).
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### 5) How Users Work With the Service

- **Interface:** Cloud-hosted web dashboard providing licence insights, configuration monitoring, reporting and management tools (responsive layout).
- **Browsers:** Edge, Chrome, Firefox, Safari; mobile-responsive with equivalent functionality on mobile.
- **Install:** No local application install required.
- **API / Customisation:** No API is exposed; customisation not offered.

- **Accessibility:** Service interface and support channels aligned to **WCAG 2.2 AA**, tested for screen-reader and keyboard-only navigation (focus order, labels, operable navigation).

## 6) Technical Requirements & Dependencies

- Modern web browser (Chrome, Edge, Safari, Firefox), stable internet, JavaScript and cookies enabled; HTTPS (TLS 1.2+) required.
- Microsoft 365 tenant required for integration features; admin consent for Microsoft Graph access; Entra ID permissions for licence data access; access to Microsoft identity endpoints.

**Service constraints:** Some support/consultancy delivered remotely; certain services require prerequisite licences/tenants; customer participation is required for configuration tasks/MFA enforcement/user provisioning; product availability subject to Microsoft's NCE catalogue.

## 7) Onboarding & Offboarding

### Onboarding (Getting started):

Initial setup guidance, tenant validation, documentation (licence management, support routes, key contacts). Optional online onboarding sessions for Microsoft 365 administration and best-practice configuration; access to support channels during onboarding; Technical Account Manager guidance available as required.

**Documentation:** Provided in **PDF** and aligned to **WCAG 2.2 AA**.

### Offboarding & Data Export:

Customers retain full control of data within their **own Microsoft 365 tenant**. Data can be exported using standard tools (OneDrive/SharePoint file downloads, mailbox export via Outlook/admin tools, configuration/usage reports). Licences can lapse, be transferred to another partner, or be renewed under a new agreement. We cease administrative access at contract end; no customer data is stored outside the customer tenant. Additional migration/consultancy support is available as an optional service.

**Data export formats:** CSV, ODF, JSON, XML.

## 8) Metrics, Reporting & Tagging

**Usage metrics:** Licence allocation/utilisation, active/inactive users, subscription status, adoption insights (Teams, Exchange, SharePoint, OneDrive), consumption trends, security/compliance activity where applicable, optimisation opportunities—via Microsoft admin centre reports or periodic summaries.

**Reporting:** Regular and on-request reports supported.

**Resource tagging:** Supported, including **FOCUS resource tagging** (as declared in your listing) to align usage/cost metrics to governance frameworks.

## 9) Support Model

- **Channels:** Email/ticketing (users can manage status/priority), phone support; optional web-chat (extra cost) with AI chatbot.
- **Hours:** 09:00–17:00 UK time, Monday–Friday (phone and web-chat availability).
- **Accessibility:** Ticketing and web-chat aligned to **WCAG 2.2 AA**; basic accessibility testing completed with assistive-tech users.
- **On-site support:** Available at extra cost.
- **Support tiers:** T1 triage/basic troubleshooting; T2 technical support/configuration; T3 escalation to specialist engineers; T4 vendor liaison (Microsoft).
- **Third-party support availability:** Yes (where appropriate).

## 10) Security, Governance & Compliance

**Data-in-transit protection:** TLS 1.2+; IPsec or TLS VPN gateway for protection between networks and within supplier network where applicable.

**Data storage & processing locations:** UK, EEA, and other locations; customers have control over data-location choices applicable to Microsoft 365.

**Penetration testing:** At least every 6 months via an external organisation.

**Data sanitisation:** Cryptographic erasure, data erasure, secure overwrite before reallocation, and physical destruction via third-party destruction service (as applicable to devices holding data).

**Governance:** Named board-level accountability for service security; **Cyber Essentials Plus** stated under “other security governance standards”; ISMS aligned to UK

government expectations, Cyber Essentials and ISO 27001 principles (policies cover access control, secure configuration, data protection, vulnerability management, supplier assurance, incident response).

**Operational security:** Defined **configuration/change management, vulnerability management** (MSRC/NCSC/CVE monitoring), **protective monitoring** (Microsoft 365 alerts/Defender signals), **incident management** workflows (identification, containment, remediation, communication).

**Authentication & access control:** RBAC, least privilege, MFA for administrative accounts; annual access-restriction testing; management access via MFA, public-key auth/TLS client cert, identity federation, username/password.

**Post-quantum cryptography secure:** Declared “Yes”.

## 11) Service Levels, Availability & Resilience

**Availability:** Underlying Microsoft 365 cloud services are backed by Microsoft’s financially supported **SLAs**, typically **99.9% monthly uptime or higher** for core services; service credits may apply if Microsoft fails to meet SLA commitments. As the reseller, we provide incident support and escalation but do not operate the platform. Optional enhanced support SLAs can be offered.

**Resilience approach:** Microsoft’s globally distributed platform uses multi-datacentre redundancy, load-balancing, automated failover, 24×7 monitoring, DR processes, and multi-layered engineering support; independently audited against ISO 27001, SOC 1/2, CSA CCM. As reseller, we ensure licensing continuity and escalation routes.

**Outage reporting:** Via Microsoft 365 Service Health Dashboard and Microsoft Status site; we support customers by monitoring notifications and assisting with escalation.

## 12) Public-Sector Considerations

**Independence of resources:** Microsoft’s multi-tenant cloud isolates each customer’s data and performance; capacity/scaling/resource management handled by Microsoft; automatic load balancing and elastic resources. Reseller does not host/operate the platform.

**Connection to public-sector networks:** Not applicable (no direct PSN connection).

## 13) Pricing Summary (high-level)

**Licence basis & units:** Per user / per device / per tenant / per add-on SKU (as applicable). **Billing** monthly or annual, depending on NCE SKU. **Minimum commitment** typically 1 licence unless SKU specifies otherwise.

### **Framework Discount & Mechanism for Establishing Price:**

Prices at call-off are established using the **baseline list prices in the Pricing Schedule**, minus the **Framework Discount**, plus any declared supplier-specific schemes (e.g., volume or term commitments). Variable components (storage/metered usage/overages) are calculated using the tables in the Pricing Schedule. (This mirrors the Lot 2b pricing model and CCS wording.)

### **Category consistency with the Pricing Schedule:**

Applications, Collaborative, Conferencing & Virtual Event, Email, Enterprise Community, Team Collaboration (as above) are consistently mapped in the Pricing Schedule tables to aid buyer search and Call-Off Schedule 5 population.

## 14) Training & Documentation

- **Documentation:** PDF service documentation provided, WCAG 2.2 AA accessible.
- **Training & enablement:** Optional onboarding sessions for admin/best practice; adoption/user enablement support embedded in the service scope.

## 15) Trials & Education Discounts

- **Free trials:** Certain Microsoft products offer ~30-day trials subject to Microsoft campaigns.
- **Education discounts:** Declared “Yes” in the listing (where eligible per Microsoft terms).

## 16) Responsibilities Matrix (Supplier vs Buyer)

### **Supplier responsibilities:**

- Provide licensing procurement/management, subscription optimisation, governance guidance, operational support, reporting, and adoption enablement; incident escalation to Microsoft where required.

**Buyer responsibilities:**

- Maintain a Microsoft 365 tenant; participate in configuration/MFA/user provisioning; hold/administer data in their own tenant; utilise Microsoft export tools at exit; define any internal access policies or additional compliance requirements beyond Microsoft defaults.

**Platform operation:**

- Underlying SaaS platform operated by Microsoft; we do not host or run it.

## 17) Compliance with Lot 2b Product Definition Spec

This document includes all sections required for SaaS Service Definitions under **Lot 2b** (service overview, features/scope, service levels, support, onboarding/offboarding, technical dependencies/constraints, security/compliance, pricing summary, accessibility, BC/DR, responsibilities, categories), aligned to your **Lot 2b Product Definition spec**.