

IT Security Solutions Tender Response
Clarifications & Responses Issue 2

Question No.	Clarification Question	Response
1	Annex C refers to the terms and conditions in the bid pack. I cannot locate these please so could you share the terms, or can you advise where they are located.	Please see attached a draft terms and conditions, the NMRN may consider a bidder's own contract including SLAs, please submit this in your submission pack.
2	Also, the document states that submission is via the CDP portal. The tender notice says it is an email submission. Please can you clarify for me, so I am clear how I submit the response to you.	This is an error in the document, all comms and submissions are to come to tenders@nmrn.org.uk email address.
3	Can you please confirm if the current budget that has been provided includes Professional Service and Recurring Revenue? There may be additional costs incurred by NMRN in the delivery in the service (e.g. Licensing costs).	The budget for this tender includes all costs associated with the services, including system licensing costs, SOC costs and any onboarding costs. Please provide a breakdown of costs within your submission.
4	Is there any Azure Servers or Services in use or planned, or those with another public cloud provider?	We have 1 virtual server in Azure. This is detailed in the tender document in Annex A, section 2.
5	If NMRN does have a presence within Azure, can you please confirm the number of subscriptions within your Azure Tenancy?	We currently have 2 subscriptions.
6	Can you advise who your CSP is and if there is any opportunity to change this?	We are not looking to review this at this time.
7	Are your existing M365 Licenses to be considered as part of the bid, or are they expected to remain with the existing provider?	The existing licenses will remain with the existing supplier. Any additional licensing requirements and the cost differences should be included within the proposal.
8	Can you please confirm that you are open to the possibility of adding additional M365 licensing to enable us to provide a service and improve your security tooling, which caters for email and identity security?	Yes, we are open to this possibility.
9	Does NMRN have future plans to migrate on-premise servers to public cloud?	Not at this time.
10	Can you please confirm when you expect the implementation of the service to commence and for the services to go live?	The service should go live by the end of October 2025 at the latest. This is detailed in the tender document within the relevant lots in Annex A.
11	The ITT mentions that a previous tender must be completed prior to the MDR implementation and that any delays to the previous tender will impact this one. Can NMRN confirm that the previous tender work has been completed, or when it is expected to be?	The project following our previous tender is due to be complete by the end of the year, however this will not prevent an MDR service being deployed and we will work with the winning supplier to manage this and provide further details.
12	Can the authority confirm that submissions should be emailed directly to the NMRN tenders mailbox only? 3.2.1 makes mention of a contradictory submission method "via the CDP portal"	See response to Question 2
13	3.1.3 suggests that a pricing proposal should be provided alongside the submission. Can NMRN confirm whether there is a specific or preferred format to this pricing submission?	You are welcome to provide your price response in a format that is suitable to you as a supplier, it must be clear, with a breakdown of all costs and a total price for the Lot(s) you are bidding for.

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14	6.2.1 suggests that Tenderers should describe their approach to implementation. Can NMRN confirm where this response should be located and whether this is scored as part of evaluation?	It is linked with the relevant information in Annex A/Scope of Requirements as set out in 6.2.1 which is to then be completed in the Response to Quality Evaluation Criteria for the respective lot(s)
15	6.3.1 suggests that Tenderers should describe the staffing / resourcing to maintain the services on an ongoing basis. Can NMRN confirm where this response should be located and whether this is scored as part of evaluation?	Similar to above it should be stated in the appropriate sections of the evaluation criteria and within the Response to Quality Evaluation Criteria for the respective Lot(s)
16	When responding to Technical Ability (Annex D, Q14), is there a Word Limit to these contract descriptions?	There is not a word limit, however, each of these should be a summary description.
17	When responding to the requested case study for MDR (Criterion 1, Lot 1, Annex D), is this in addition to the 3 additional requested contract examples within Technical Ability (Annex D, Q14)?	You're welcome to re-use the examples provided in the relevant experiences in 14- Technical Ability and use as an opportunity to expand on these.
18	Can diagrams or appendices be supplied to augment responses to Annex D? Would this be part of the word count?	Diagrams and appendices can be included, however they should not include large chunks of text which would impact the word count.
19	Part of the evaluation, you mentioned a later demo period, can you please confirm what is expected from this demo?	The NMRN would like to see demo's of the platform to better understand features, usability and capability of the service. The full scope of the second stage has not yet been confirmed, but this will be communicated to the suppliers invited to demo in advance.
20	Can you confirm if there is any data residency or classification requirements?	There are no specific classification requirements. Whilst there are also no strict residency requirements, the NMRN would like to understand where data and support services are based and how our data will be used and protected.
21	Is there any compliance or framework requirements for the services?	There are no requirements for this, but if you are compliant with any then please detail this in your submission.
22	Is there any word count limits for the Appendix 1- Security Tender Questionnaire ?	Whilst no specific word count has been included, we are looking for short, concise responses to the criteria.
23	Can you please confirm the location of your servers? on-premise vs Azure and provide a breakdown in each location?	All infrastructure is centralised at our Portsmouth site, with 1 server in Azure. This is detailed in the tender document in Annex A, section 2.
24	Can you please confirm the number of domain controllers that reside within your infrastructure?	2.
25	Can you please confirm the current make and model of your current URL Filtering technology?	We currently use USS from Censornet
26	Can you please confirm the current Email security platform in place?	Darktrace

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27	Can you please confirm the current EDR Tool that has been deployed on your Server estate?	We do not have an additional EDR tool in place. Microsoft Defender is deployed across all endpoints and servers.
28	Can you please confirm the current Identity solution in place?	Darktrace
29	Can you please confirm what your current policy state in relation to retaining data within the MDR platform i.e. 12 months or longer?	We have requested a minimum of 90 days but would be happy to see retention of up to 1 year. Logs relating to security incidents may need to be retained for longer or exported.
30	Can you please confirm the current 3rd Parties services that is used for single sign on?	We have Entra Single Sign On configured on a number of SaaS applications, such as Workplace by Meta. We will disclose a full list to the winning supplier, if required.
31	You have mentioned that you have 900 active IP address, to which 400 are accounted for based on your device count. Can you please confirm what the additional 500 IP Addresses are?	The 900 IP addresses is an estimate as we do not truly know how many devices we currently have online. However, other devices would include network equipment, CCTV cameras, access control systems, AV systems and other IoT devices.
32	Can you please confirm that current infrastructure are solely controlled by NMRN or would the chosen supplier be asked to liaise directly or indirectly with 3rd Party suppliers?	The NMRN has a relationship with an MSP who provide additional support to the internal NMRN IT team. It is anticipated that the winning supplier may also need to liaise with them, particularly during incident response scenarios. Unless critical and time sensitive, this would likely be indirectly.
33	Can you confirm the timeline for when the Fortinet firewalls will be replaced with SonicWall?	These will be replaced within the next few months.
34	Can you confirm the number of firewalls in use and if they are internet facing or not?	There are currently 2 firewalls. They are not currently internet facing and sit behind our ISP's router and firewall. However, this may change in the future and they could be internet facing.
35	You have mentioned that you have 400 End Users devices/Servers. Can you please provide a clear breakdown on Number of end User Devices and number of Servers?	We currently have 346 endpoint devices registered in Intune, plus we will have 17 virtual servers once our current project is complete. There are also a handful of end devices yet to be rolled out, hence the number being estimated at 400.
36	We have some initial clarifying questions to help us gauge whether we can come in within your budget. Could you please supply the below information? <ul style="list-style-type: none"> • Number of Endpoints • Number of servers • Number of users • Number of email accounts 	Please refer to the response for question 35 above. We currently have 228 licensed Microsoft 365 users (all including mailboxes) and an additional 70 shared mailboxes. This is detailed in the tender document in Annex A, section 2.
37	Are there any requirements for the service to hold ISO27001:2022, SOC2 or PCI-DSS accreditations?	Although this is not a strict requirement, we welcome suppliers to disclose if they are compliant with any of these accreditations. There is a question

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		inviting this information within the Appendix 1 questionnaire document.
38	Will products & technologies other than Microsoft Defender for Endpoint be considered if they fully support the Microsoft products currently in the environment?	Yes
39	Can NMRN specify if web filtering is via the SonicWall platform or another solution?	Another solution. Please see question 25 above.
40	Can NMRN disclose what backup solution are used?	Veeam
41	Could you clarify if there is a SIEM or EDR tooling are in place (outside MS Defender suite)?	There is currently no additional SIEM or EDR tooling in place
42	There is mention of zero-day vulnerabilities and resolutions, do you require vulnerability management as part of the service?	No, vulnerability management is already in place.
43	Can you explain your use of Public Cloud – How many Apps/Instances do you have hosted on the Azure Tenant, AWS or GCP?	We have a single server in Azure and we have several enterprise applications registered for SSO and SCIM services. We also have several app registrations in Azure for things like Dynamics 365 and 3 rd party app integrations, including 3CX, intranet solutions and a desk booking system.
44	Do you anticipate integrating IoT or OT systems into the security operations in the future?	This is something we would be considering in the future, although we are unable to give an indication of time frame. The focus is on Endpoint and Network for now, but if your solution can provide a degree of protection in these environments through Network Detect and Response solutions, we would welcome the functionality.
45	Are there any future plans to move up to an E3/E5 license?	Not at the moment. However, we are open to the idea of exploring different licensing if there is an added benefit. If your proposal requires E3/E5 licensing, then please detail this in your proposal and detail the cost difference compared to our current 365 Business Premium licensing. We are eligible for Microsoft non-profit licensing.
46	Are there any future plans for a SIEM platform (such as MS Sentinel)? or is NMRN looking for a complete XDR/MDR solution which can provide similar functionality to a SIEM without the variable costs of a SIEM platform?	SIEM is on our radar for the future, however we don't have a definitive timeline for this. If the proposed solution can offer similar functionality to a SIEM across our IT estate, then we are open to this idea.
47	Are there any requirements for data retention?	Please see the response to question 29 above.
48	Is the desired solution a true 24x7x365 fully staffed Security Service?	Yes. We recognise that some solutions can offer autonomous detect and response actions without the need for human input, and we welcome these solutions. However, we would benefit from the backing of a SOC monitoring

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		the solutions and providing expert security analysis and guidance.
49	<p>6.2 Approach to the Contract (Quality Control) 6.2.1 Tenderer's should describe how they will approach the implementation and performance of this contract with particular regard to the requirements outlined in the Specification / Schedule of Requirements (Annex A and its Appendices). Tenderer's should outline their proposals for on-going quality control during the project and how they will remedy any failures.</p> <p>6.3 Project Resourcing 6.3.1 Tenderer's should describe the resources that they will be deploying on this contract if they are successful, stating whether any staff resources are currently in place or will require to be recruited. They should also give indications as to the background and knowledge of key personnel who will be deployed in the delivery of this contract.</p> <p>6.3.2 Explain any sub-contract arrangements that you will depend on to deliver the contract and explaining how you will manage this/these relationships with other stakeholders (if any). Any Lead Times between award of Contract and start of Services should be highlighted.”</p> <p>We cannot locate an area within Annex D or the Security Questionnaire to respond to these, could you please advise?</p>	<p>Responses will be needed within Criterion 3 for Lot 1 Criterion 3 for Lot 2 Criterion 3 for Lot 3</p>
50	In the CQ's published this morning, Q1 response "Please see attached a draft terms and conditions, the NMRN may consider a bidder's own contract including SLAs, please submit this in your submission pack." We are unable to see this attachment.	To be shared with clarification
51	We noted that NMRN were hit by a Cyber Attack in Dec 2024. Who was the provider that supported you at this time, and what provider continues to offer you support, post recovery?	The NMRN had a pre-existing relationship with an MSP prior to Dec 2024. They provided support during this time and continue to provide support to the internal NMRN IT team to manage the infrastructure.
52	<p>Please can I ask whether it is the expectation of NMRN to utilize the existing Microsoft package as an EDR and SIEM solution? Defender + Sentinel.</p> <p>With that, can I ask what licensing you have for Defender. Ie do you have Defender for Endpoint deployed. Do you have the Defender for Servers added on?</p> <p>Has Sentinel been deployed or in use?</p>	<p>It is not the expectation of the NMRN to use only Microsoft packages, such as Defender and Sentinel, and we welcome other proposals.</p> <p>As detailed in the tender document in Annex A, section 2, we have Microsoft 365 Business Premium licensing which includes Defender for Business. We also have some Defender for Server licenses and Defender has been deployed to all servers.</p> <p>Sentinel has not been deployed and is not in use.</p>
53	Can you provide the draft terms and conditions referenced in your response to Clarification Q1 please?	Please refer to the response for question 50
54	Is it required that all emails to personal email addresses can be flagged or is it just emails to personal addresses that contain potentially dangerous files?	Yes, the solution should be able to flag emails that appear to be sent to personal email addresses regardless of

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		content. This not only helps to identify malicious files but will help to identify potential data loss incidents.
55	Do NMRN need detailed inspection of emails for 90 days or just logs of what happened or triggered a security policy?	Log summaries will be sufficient here to identify what triggered a security policy and what actions were taken against the email. Detailed inspections should be possible for recent email traffic.
56	Does the NMRN envisage the MDR service including the same Microsoft technology, and for that licence cost to be included in the stated costs for the service?	It is not the expectation of the NMRN to use only Microsoft technologies as part of the MDR service. We welcome solutions from any reputable vendor. However, if Microsoft packages are being proposed, any required licensing costs should be included within the proposal.
57	Can NMRN please expand on what it requires/expects from the 'Forensic investigation' requirement in Lot 1?	The NMRN would expect the forensic investigation to take place post-incident to help identify the origin and nature of the threat/attack, and determine the potential impact of the attack, such as identifying lateral movements by the attackers to pinpoint services/data that was targeted.
58	Can you please confirm are you expecting the chosen supplier to integrate USS from Censornet into the MDR Solution?	No, this is not a requirement.
59	You have mentioned that your Servers are protected by Defender, can you please confirm if this Defender for Cloud Server plan 1 or plan 2?	Our Servers are on-premise, with the exception of the single server in Azure. We have Microsoft Defender for Endpoint Server in place on all of these.
60	You have mentioned that you have CCTV cameras, access control systems, AV systems and other IoT devices, to counts towards the additional 500 devices. Can you confirm if you have Defender for IoT in place?	No, we do not have Defender for IoT in place.
61	Can you please confirm the service that the current MSP provides?	The MSP provide several services to the museum including 3 rd line IT support services, cyber security guidance and services, IT strategy guidance, professional services and project support.
62	Will the new Sonicwall Firewalls be configured with IDS/IPS?	Yes, they will include SonicWall's Advanced Protection Service Suite.
63	Considering the overlapping services of the 3 proposed lots, it would be difficult to split this into a per-lot pricing model. Would NMRN consider a single pricing model, covering all 3 lots?	As stated in the tender document in Annex A, section 3, we welcome bids across multiple lots and encourage you to detail the benefits of implementing a unified platform within your response. Pricing proposals need to remain within the budget limits set out in the ITT, however pricing for each lot should be visible for a fair comparison between suppliers.
	The documentation mentions that hybrid working is possible. Could you kindly confirm whether service provision from outside the UK (e.g., offshore delivery from India) would be acceptable?	Services should be compliant with UK GDPR and data protection laws to ensure the safety of NMRN data. A main point of contact within the UK would be

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		preferred but the service can be delivered from multiple worldwide locations. Please disclose the locations of the teams delivering the service within your response.
	Are there any specific requirements related to UK citizenship, UK residency, or baseline/security clearance for personnel involved in delivery?	No, this is not a specific requirement.
	Could you also please confirm whether we are required to submit: <ul style="list-style-type: none">• Three references for each lot we are bidding for,or• Three references in total, with one reference covering each lot?	Three references in total will be fine if you are bidding in multiple lots.

Deadline for Clarification Questions for Response is Friday 8th August 2025

These are to be sent to tenders@nmrn.org.uk