**Clarification Questions**

1. Licencing – E3 licences – do you need licences that include teams or no teams

These are no teams, we have two separate teams licences an addition for 2 users.

2. Licencing – Exchange licences – Do you need exchange plan 1 or plan 2

These are plan 2 licences

3. On page 2, 1.2.6 it states that the current IT support contract is due to end on 23rd September 2025. As the contract initiation meeting isn’t due to take place until w/c 13th October, we were just wondering what the interim arrangements are between those dates?

The current supplier have agreed to roll the contract until it is ready to be transferred.

4. Please confirm in 1.2.1 it says c 35, and on the pricing schedule it says laptop users is 26. Are these different because the other 9 do not use devices, but do have email addresses EG Councillors?

Not all staff have a device, grounds staff for example, all permanent staff do have an email address though. All Councillors (19) also have email addresses but no device.

5. What copiers/printers are in use? Are they still under manufacturer’s warranty?

Printers are leased or owned, there are several different types across the Council, a large printer/photocopier at the Town Hall, a printer/scanner at Chesham Moor and 3 x printers at the Elgiva. These are not covered by our current support package but they do assist with connections to them as needed.

6. Is there software other than the Microsoft Office suite that is in use that staff require IT support on? If other software is used, is this the latest version and under manufacturer support?

Software support would come from the software supplier, this would not fall within the scope of the tender. The exception to this would be working with the software company on the installation of new software to the Council machines.

7. I am assuming you have a separate phone system and this is not integrated into M365?

Phones are Yealink WH62 wireless headsets, with the exception of 4 desk phones on the main receptions, one each at the Town Hall, 2 x Council Depot and the Elgiva.

8. Software applications held on remote servers - Who maintains these servers & where are they? What software is on these servers?

These are virtual servers. The main software stored on the server is Rialtas, other software packages are cloud based. All data is stored on servers.

9. How old are the laptops that are in use? Are they still under manufacturers hardware warranties? If so when do these end? What operating system are they running (Windows 10 goes end of support 14th October so all laptops should be replaced prior to then)

Laptops are generally out of warranty, with the exception of a couple of new ones. No laptops are running windows 10.

10. If available, do you have a device inventory other than the 26 laptops you mention in the pricing schedule

We have no desktops only the 26 laptops