AiT

Advanced IT Services

SITE INFORMATION

Contents

Contact Information

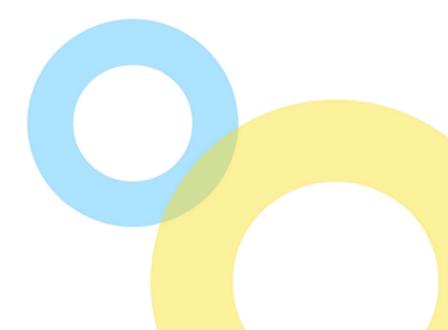|	
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Scope Overview

- **Customer entity:** Chesham Town Council
- **Contract title/reference:** CTC
- **Service scope (in-scope):** End-user support, device mgmt, networks, servers, cloud, security, telephony, projects, Connectivity
- **Out-of-scope:** Web development, specific 3rd-party hosted platforms
- **Service hours:** 07:00–18:00 Mon–Fri], **Out-of-hours:** Yes for Broadband Lines
- **Geography:** All sites located within Chesham Bucks

Estate Summary (high level)

Area	Baseline
Servers	Hybrid AIT & 365 Cloud
Directories	AIT Cloud AD
Productivity	Microsoft 365 plans , shared mailboxes, Teams & SharePoint usage
Networks	All Sites are IPVPN connected with Backup DIA lines
Wi-Fi	Unifi across the estate AIT cloud Hosted controller
Security stack	Windows Defender, Central Firewall, Always on VPN on end points
Telephony/UC	AIT Hosted VOIP System.
Printing	Not in scope but AIT Support the purchased devices
Backups/DR	Daily snapshots and AIT stored in offsite DC
Monitoring	End points monitored VIA AIT RMM & Network Monitored on AIT Monitor

Current Service Model

- **Helpdesk:** Chesham currently Use the AIT central helpdesk to raise faults. All support channels feed the helpdesk
- **Support channels:** Helpdesk / phone / email
- **Onsite presence:** call outs when required **Remote support:** yes 7am till 6pm Monday to Friday

Technical Baseline & Assumptions

- **Standard builds:** Windows image with baseline apps and Always on VPN, Windows 10 Enterprise
- **Patch cadence:** as defined in AIT TRMM
- **Identity & access:** Privileged access model
- **Network:** IPVPN connections back to central AIT DC. All internet traffic is then distributed out of 4 x 10Gb redundant lines across the UK.
  Each site Has VLANS in place for traffic segregation.
  DHCP is hosted AIT Router equipment on each site
- **Email:** 365
- **Data locations:** AD and Primary Data storage on AIT cloud, Chesham town council do not host any equipment in the DC.
- **365 :** All 365 subscriptions are billed out Direct.
- **VOIP**- AOIT hosed system, Minimum of handset per site hosted softphones on desktops
- **Firewalls** – NO on site firewalls, Connectivity appliances are AIT devices as part of the connectivity package

Transition & Exit Expectations

(for new provider)

- **Handover:** Knowledge transfer sessions, document hand-off, access de-provisioning/Provisioning plan to be supplied when new provider is awarded.
- **Tooling data exports:** Tickets (CSV/JSON), , monitoring configs, Switch Configs.
- **Cutover windows & comms:** All data to be transfer and removed from AIT systems by the contract end date.
- **TUPE (if applicable):** No Staff Eligible
- **AIT Equipment:** Must be returned to AIT by contract end

- **Migration Assistance:** Any migration assistance out side of standard IT Support will be chargeable at standard day rate

Data Index

Site & Connectivity Inventory.xlsx

Network Inventory.xlsx.

Network Maps PDFs (4 of)

Disclaimer

- Information is accurate to the best of our knowledge at the date above.
- Bidders must validate assumptions and include any dependencies in their submissions.
- The incumbent accepts no liability for bidder costs.