

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. Will the incumbent provide admin-level credentials for all systems (M365, network hardware, RMM, backup systems) prior to cutover?

From current supplier - We can provide admin credentials for extraction/migration of data / switches etc on site – Please note as soon as credentials are hand over, Our support would stop due to the potential conflict / changes. Also, I think there is a lack of understanding that some services/server are currently within AIT cloud. – these will need to have the data transferred by the incoming provider. Also, as some elements are AIT proprietary E.g. we will not provide access to our backup systems/VOIP or our RMM solution, but would provide access to AD to allow them to replicate / move etc. Again, anything we need to facilitate to help with this process would be chargeable at our standard date rates so the scope of what the incoming provider will do needs to be clear.

11. Will remote access to sites be available during the transition period for configuration work?

Would be a question for the incoming supplier depending on how they chose to do the move we will facilitate whatever they need to help them, again any scope to change would be a chargeable amendment. There is no data etc actually on site.

12. Are the IPVPN and DIA lines under a transferable contract to the new provider, or will the Council contract directly with the telecoms supplier post-handover?

From current supplier - These are not transferable as they terminate within AIT network and you have chosen not to continue with ourselves so these are not movable / able to be continued.

13. Are there any legacy VLAN configurations or firewall rules that are business-critical and must be preserved exactly?

From current supplier - No services other than the VPN/access a few NVR's on site – however all sites currently use AIT main firewall for protection. There are VLAN's on site and the routes on site are AITs property so would be collected/needed to be returned on the cease of the WAN service.

14. Please confirm the current M365 tenant domain(s) in use and whether there are any shared tenancies with other organisations.

From current supplier - There are two separate tenants and these would be handed over with Admin credentials. There is no shared tenant. – Again, our support of this tenants would end as soon as credentials are handed over.

15. Will the Council require the new provider to take over M365 billing, or will this remain a direct Microsoft/partner relationship?

The new provider will need to take over billing and include this within the tender price.

16. Are there any existing penetration test reports, vulnerability scans, or cyber risk assessments that can be shared pre-award?

From current supplier - As these would be pentests for AIT infrastructure and is largely irrelevant for Chesham we would not wish to share this data as it would hold other client's information.

17. Is Cyber Essentials (or Plus) certification a requirement for the provider, or for the Council environment, during the contract?

Cyber Essentials is not currently in place but this is something that we would like to get on board with in the near future.

18. Can a site visit be arranged before contract award to verify network cabinet locations, patching, and Wi-Fi coverage?

Yes of course.

19. Are there any known issues with current Wi-Fi coverage, connectivity, or VOIP call quality at any site?

From current supplier - Wifi Ap's are out of warranty. There was a faulty batch of Unifi AP's post covid, most of these have been replaced under direct manufacturer warranty and we are not aware of any other issues. Please note VOIP system is also AIT's. Again, the numbers would need transferring away from AIT's system.

20. Please provide historic support request volumes (number of tickets per month/year), broken down by severity level (Critical/High/Medium/Advice), and percentage of incidents resolved remotely vs on-site.

I have requested this but they have stated it could take two weeks to compile this information. We have historically not raised a large number of tickets and I would estimate that 90% of issues are resolved remotely.

21. Does the Council require monthly or quarterly performance reports, and in what format?

No reports required.

22. For ad-hoc projects (e.g., hardware refreshes, new software rollouts), will the Council require formal quotes per job or will day rates be pre-agreed?

Formal quotes will be required for any projects outside the scope of the contract.

23. Will the Council expect the provider to manage third-party contractors (e.g., cabling engineers) as part of project delivery?

Yes we would expect this if needed as part of the IT provision.

24. 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

25. Is the council currently utilising a point-to-point connection?

No

26. Is the council currently utilising a public internet leased line and using VPNs to make this private?

From current supplier - AIT IPVPN Network but comes to an end at end of AIT contract so supplier will need create their own connectivity solution. Current solution irrelevant

27. Does all connectivity go to a DC (data center) that will be provisioned by the incoming provider?

From current supplier - Currently all goes to AIT but would need to be removed from AIT before contract end and new provides there own solution for connectivity and data storage.

28. "Teams Licenses" are specified - which specific Teams license is required?

These are 2 standalone teams licences to enable teams calls for two individuals.

29. What are the Council using as their device anti-virus solution - if not Microsoft Defender, would they consider moving to that solution (as it is included within the Microsoft 365 E3 licensing)?

We are unsure what is currently being used but would be happy to be led by the provider as to the best solution.

30. Does the Council require dedicated onsite presence from the selected contractor (such as 1 day per week) or will an "as required" approach suffice?

As requested is all that is needed.

31. If "as required" is the Council happy to have a cap to those days applied to assist in controlling costs?

Provided this isn't a hard stop, as this may jeopardise business critical issues.

32. Does the Council have any on-premise or hosted physical or virtual machines or Platform Services (i.e. servers, databases or otherwise) - Section 1.2.5 of the ITT indicates there are "still some applications on remote servers". Could you describe the environment / applications please (i.e. are they hosted in Azure)?

All servers are virtual, the application hosted on the virtual server is Rialtas.

33. The specification details "data and database management" - can the Council articulate their current technology / tooling and usage in this space (or whether it is simply a required capability of the contractor)

There is no current requirement, this is a required capability.

34. Could you confirm the VOIP technology / telephony systems in use within the Council (the handsets were detailed in a clarification response but not the system in use)?

We use Sangoma

35. Could you please describe the "archiving and data security subscriptions" being charged for by the current contractor?

This is back up of our data from the virtual server provider by our supplier and is included within the support package.

36. What are the required hours of service operation (i.e. 09.00 - 17.00 Monday - Friday excluding Bank Holidays)?

Generally we would expect 7am – 6pm, however as mentioned below we do have two operations that are open 7 days per week and so would need an emergency contact should we need support outside of regular hours.

37. Within the *Response Form, Section 4, Question 1 - What does Good Look Like* it details "The Processes for out-of-hours emergencies" - can the Council articulate their requirements for support / service operation outside of the core hours?

The Council runs two businesses that operate 24/7, there would need to be provision if systems went down, mainly relating to wifi.

38. The ITT implies that the scope requires networking support at a theatre - do the core service hours cover this?

As above.

39. Can the Council confirm their requirements for back up - should this cover M365 and network device configuration or is a wider scope required?

This would be back-ups of networks drives

40. Does the Council require the pricing to include hardware asset disposal via an accredited secure disposal company? Typically we would store the hardware and periodically organise disposal for customers, but the costs of disposal / associated certification would be borne by the customer depending on the quantity of hardware disposed of. If pricing is required for the disposal element - please provide indicative quantities / cadence for disposal.

No not needed

41. Section 1.2.6 states that the current contractor provides the Council with "internet line rental". Is this requirement of the contract and, if so, can more detail on the requirement be provided (number of lines, capacity, resilience requirements etc.)?

This information has already been supplied and is available on Tender Finder. We would need the current set up to be continued, as can be seen from the document some of the contracts end very soon and should be renewed unless the new supplier thinks there is a better alternative.

42. **Section 4** - states "a page limit of 2 sides of A4 for each question" but 2.4.4. in the ITT document states "The Town Council has not provided a word limit for responses to the award questions.". Given that a page limit effectively imposes a word count limit, can you please confirm the intended constraint here - it will be challenging to articulate a Fully Managed IT service 2 pages of A4.

This is merely a guide, please use an appropriate/sensible word count.

43. **Section 4 - Question 1** states "Design of the play site in line with the specification and objectives of the tender (20%)" - is this an error and if so, what should it read?

This is a typo and has been corrected, it should read quality 60% as in the tender document.

44. In the Government Find-a-Tender portal for this bid it refers to a budget estimation of £64,800 inc VAT. Is this estimate an annual budget or for the total contract term of 3 years?

This is an estimate for the total contract of 3 years.

45. Is this estimate intended to cover the support service & any Microsoft / Security licenses?
Yes tender response should cover licences and support.

