Clarification question	Response
Who are the incumbent providers?	Services are currently supplied between One Com and Bluecom Services
Would you please be able to confirm whether the end point for the broadband connection is DL16 6DG?	Yes - Town Hall, High Street, Spennymoor, County Durham,DL16 6DG
Rather than providing the replies in the boxes in the tender document, is it acceptable to attach a separate document that covers these points along with the proposed costs and to then add a note in the box to refer to the attached and separate document?	Yes - as long as it is obvious which section each response relates to
Does the below need to be included in the cost as there are no spec models to work from. Or would this be discussed as a parallel requirement with a separate cost? "Via the current supplier, all office based users have received a new laptop computer during 2024 or 2025 in anticipation of a move to a more cloud based and interactive environment." • "Provision of tablet style wi-fi connected devices for up to 22 councillors to access email accounts and meeting agenda documents"	This can be included as a separate itemised cost under the up-front costs. No specification has been provided as we are open to suggestions for makes / models that meet our requirements. For the avoidance of doubt, this element will not be used for the cost element of the tender evaluation. For the avoidance of doubt, this element will not be used for the cost element of the tender evaluation.
For your Internet Services/Leased Lines - is it just for the continuation of management until renewal, or do you require quoting on a new line	The current line is out of contract so we are seeking a new line as part of this specification
Type of devices/end-points used. Do you have a full list of equipment that will be in scope of management?	Not a complete list. Office based staff use HP Pro Book laptops (mix of 2024 and 2025 models), docking stations and additional monitors

Does STC have an Approach to Bring Your Own Devices (BYOD) / or Managed Application Management MAM. This wilk help define approach/management for personal devices and email only users	No BYOD at present, however some users are able to access emails via own mobile phones or via webmail on own PC devices. We are also currently operating an app-based HR application that staff access through personal mobiles
Do you provide company mobiles, or will it be personal device with access to teams/email etc - or a combination of both?	The majority of staff have a company mobile device. Those that do not will not be expected to access information via a personal device. Some councillors will utilise a personal device to access email
•Do you have any further information regarding your Networking Equipment. oAsset list oFirewalls oSwitches oAccess points oControllers oExisting network topology / connectivity between devices	Unfortunately this information is not currently available
•For the provisioning of the Additional access point - it would be useful to ascertain the existing networking stack to ensure it aligns. oCan you confirm make/models of APs (if not in full list above) oDoes structured cabling exist in the proposed location	Existing APs are Unify (exact model specification is not known) Some cabling for other infrastructure is in place (eg CCTV cameras) however we cannot guarantee this tracks back to the correct place within the building
Do you have a segregated network i.e. SSID/Vlans for Staff, Guests, IoT, CCTV etc?	Staff network and guest wifi network. CCTV is currently stand alone and not connected into network

•Deskphones oAre they PoE (Power over Ethernet) oDo you have a make/model list oWhat is the current platform oWould staff consider utilising head sets, or is there a requirement for a physical handset?	PoE NEC devices. Current supplier has advised these are end of life and can no longer be supported. May not all require handsets but at this point the majority of staff will require handsets
•Backups oDo you have a back up for your Office 365 Environment (Teams, Outlook, SharePoint/One Drive) oDo you back up your networking configuration oDo you backup your existing on-premise infrastructure (File storage/server)	Unfortunately this information is not fully available - it is understood at a minimum Office 365 and file server are backed up currently
File types stored on-premise (i.e. media heavy, graphics or just files?)	Most files are relatively small documents, however there are photographs and video storage requirements from events and meetings
Certification / compliance baselines that you need to adhere to i.e. Cyber Essentials	No specific requirements over and above any other similar local authority client. There is no requirement for PSN adherence
Do you have a full list of applications / services in place	Unfortunately this information is not available
Do you have any existing service desk data i.e. types of tickets logged, number of tickets logged	Unfortunately this information is not available - however it is relatively low volume and most requests in recent months have related to user changes (additional users or staff leaving) or new equipment provision
IS MFA currently Enforced/do you have CA policies in place?	MFA is in place when users log in from a new, unrecognised device

We note that the declaration at the end of the ITQ document states that 'We accept the terms and conditions as contained in Spennymoor Town Council Terms and Conditions of Contract in respect of the services'. Would you please provide these terms and conditions for our review?	Please ignore this assertion for the time being
Who will be evaluating responses?	Initial evaluation will be undertaken by members of the council's senior management team. Due to the size of the contract, a recommendation will need to be taken to councillors for final decision
The scope of work outlines 'the provision of tablet style wi-fi connected devices for up to 22 councillors to access email accounts and meeting agenda documents'. Could you please confirm whether our prices should include the cost of these devices?	This can be included as a separate itemised cost under the up-front costs. No specification has been provided as we are open to suggestions for makes / models that meet our requirements. For the avoidance of doubt, this element will not be used for the cost element of the tender evaluation.
Leased line connectivity to Town Hall – 1 Gbps synchronous connection	The current line is out of contract so we are seeking a new line as part of this specification
Microsoft Office licences – 40 x basic, 15 x premium	There is an expectation that the costs of these licenses are included within the quote

Continued provision of staff and guest wireless network access within the Town Hall including additional wireless access point to cover Mining Museum located in western end of Town Hall.	It is understood that the council owns the current wireless access points and therefore quote should include the support of current infrasture (as well as the provision of one additional access point as noted in the documentation)
Continued provision of staff and guest wireless network access within the Town Hall including additional wireless access point to cover Mining Museum located in western end of Town Hall.	We are not aware of any agreements for 3rd party software licenses associated with the management of the access points
Continued provision of staff and guest wireless network access within the Town Hall including additional wireless access point to cover Mining Museum located in western end of Town Hall.	Existing APs are Unify (exact model specification is not known)
Antivirus protection and firewall	There is an expectation that the costs of this is included within the quote
IT support to cover network, 15 x physical devices (including hot desk computers used by multiple staff members), wireless network provision, server and all other items relating to provision of a functional IT service for the staff and building.	Unfortunately this information is not known, we are happy to facilitate an onsite inspection
	HP Pro Book laptops (mix of 2024 and 2025 models) but typically 450 15.6 G9 or equivalent. Operating Windows 11 Business. Also used with docking stations and additional monitors

	Majority are used primarily to access email accounts and are via company mobile phones. In the case of councillors access is via personal mobile phones or via webmail on personal computers
Support in moving to more modern ways of working with the ultimate aim of removing the physical file storage server and hosting files in the cloud.	Unfortunately this information is not known
Provision of tablet style wi-fi connected devices for up to 22 councillors to access email accounts and meeting agenda documents	The provision of the devices is expected to be part of the quote, however this can be included as a separate itemised cost under the up-front costs. No specification has been provided as we are open to suggestions for makes / models that meet our requirements. For the avoidance of doubt, this element will not be used for the cost element of the tender evaluation.
Provision of tablet style wi-fi connected devices for up to 22 councillors to access email accounts and meeting agenda documents	This can be included as a separate itemised cost under the up-front costs. No specification has been provided as we are open to suggestions for makes / models that meet our requirements
Support in maximising the potential of the Microsoft 365, including Copilot, Teams, One Note, Planner, Decisions etc to better enabling remote working and collaboration on documents between users	Currently main use is of Outlook, Word, Excel, some limited use of Teams and OneNote for internal communications.

Support in moving to more modern ways of working with the ultimate aim of removing the physical file storage server and hosting files in the cloud	Physical file storage is predominently the organisations shared folders where the majority of documents are currently stored. Very little use of cloud based storage other than email. Some minor use of personal One Drive storage for work in progress documents before they are moved to shared drive. Some minor use of OneDrive for team-based sharing.
Support in moving to more modern ways of working with the ultimate aim of removing the physical file storage server and hosting files in the cloud	This support is expected to be part of the quote
Page 2 of the ITQ asks for responses to be submitted via email whilst page 7 asks for responses to be uploaded to the portal.	Completion of the form that has been posted on the Government portal (additional supporting information can be provided alongside this) to be emailed to info@spennymoor-tc.gov.uk before 5pm on 30th September 2025
How many wireless access points are in place? Please can you confirm make and model? Is the firmware up to date?	Currently 7 APs in use, an additional AP is required as noted in the documentation. Existing APs are Unify (exact model specification is not known) Unfortunately details of firmware are not known
Are you happy with the coverage in the Town Hall (excluding the request for an additional AP)?	Yes other than the identified area all other parts of the Town Hall have sufficient coverage

How many staff do you have?	Approx 15 staff based full time in Town Hall (approx 15 additional staff based elsewhere with limited IT / telephony requirements)
Which anti-virus software do you currently use?	Unfortunately this information is not known
Please confirm the make and model of the firewall. Does it have an up-to-date UTP subscription?	Unfortunately this information is not known
Please confirm the current spec and OS of the server, as well as the current storage requirements.	Unfortunately this information is not known
Do you have a preference of make/model of tablets?	No specification has been provided as we are open to suggestions for makes / models that meet our requirements
Are you currently utilising any of the features of Teams?	Only minimal features with senior managers (not as a wider workforce)
What hours of support do you require (e.g. 8.30am-5.30pm, Mon-Fri)?	Core office hours are 8.00 to 5pm Monday to Thursday and 8.00 to 4.30pm on Friday, however the Town Hall is open longer for events and meetings, with staff often on site until 10pm and on weekends. As a minimum we would expect support 8.30am - 5pm Monday to Friday.
Do you have any VIP users? If so, how many? Would they need any extended hours of support?	No
Do you require a backup Leased Line? If so, does the backup have to be 1GB/1GB also? If yes, are you looking for a RA02 (where the backup comes from a separate exchange and follows different ducting to the building)? N.B. This will increase costs and time to deliver.	This is not a requirement of the quote
What is your existing telephony system?	NEC handsets which the current supplier has advised are end of life and can no longer be supported
How long do you need the call recording stored for (standard is 30 or 90 days, but there are systems that can hold for up to 7 years)?	30 days is sufficient

Question	Answer
Do you have the welcome message and IVR menu recording already, or would you be looking for us to produce that? We have a supplier and voice can be chosen/tested at this site - https://intec.telephonemessage.co.uk/	The current message has been provided by the current supplier so it is assumed that a new one will be required as part of this quote
How many telephone numbers do you have on your current system (will affect porting costs)?	All lines are based on a single number - 01388 815276
Is your current system VOIP or is it a traditional PBX? If a traditional PBX do you have Cat5 cabling to all points where a phone will be required?	PBX system Yes Cat5 cabling to all points
Do you have a PoE switch currently?	Unfortunately this information is not known
Are your current phones powered by power supplies or are they powered via the network cable?	Network powered
How many mailboxes need to be migrated to the cloud, both user and shared (assuming they are on server)?	It is understood that mailboxes are not currently on server
What is the size of the network drive and how is it broken down (shared files vs 'personal' files)?	Network drive is approx 200GB Majority of files are shared access, however not all accessible by all staff (eg separate folders for confidential finance and HR files)
Will TUPE apply for any roles currently delivering the service, whether Council employees or those of an existing supplier?	No
Please can you advise "what would be the service hours needed" and if there are any SLA times that need to be followed?	Core office hours are 8.00 to 5pm Monday to Thursday and 8.00 to 4.30pm on Friday, however the Town Hall is open longer for events and meetings, with staff often on site until 10pm and on weekends. As a minimum we would expect support 8.30am - 5pm Monday to Friday.
Are suppliers required to be on any specific frameworks?	No

Tender mentions firewall and Antivirus – can you confirm what technologies are in place currently? Are those to stay or to be replaced with something new?	Unfortunately information about the current system is not known. The expectation is for new solutions to be provided as part of this quote
The 22 tablet devices, are these purchased as a one off at the start of the contract and are they included with your budget?	This can be included as a separate itemised cost under the up-front costs. No specification has been provided as we are open to suggestions for makes / models that meet our requirements. For the avoidance of doubt, this element will not be used for the cost element of the tender evaluation
What telephone system is currently used and are hoping to retain the handsets?	NEC devices. Current supplier has advised these are end of life and can no longer be supported
365 Licences •Are your current Microsoft 365 licences on an annual commitment or monthly commitment? (Annual licences are more cost-effective but require full upfront payment.) •Does every user require access to the full Microsoft suite of apps, or would email-only or web licences be sufficient for some users? (Email-only licences are approximately half the price.)	Believed to be on annual commitment but paid for monthly via current supplier Documents detail number of premium and basic licence requirements. Basic users typically only require email access
SharePoint Migration / Server •Approximately how much data is currently stored on your server? •How many virtual machines (VMs) are in use? •Is there any active or legacy software running on the server, or is it primarily used for storing files and folders? •Do you currently have an on-site backup solution for the server? •Do you currently use SharePoint for any storage? •Do you currently use OneDrive for any storage?	Approx 200GB VMs have been replaced by laptops Unfortunately this information is not known Files are backed up - unsure if this is onsite or not Sharepoint is not used at present OneDrive is used in some cases but primarily for storage of work in progress documents

Cyber Security •What antivirus solution is currently in use? (do you Microsoft defender or another software) •What firewall solution do you use? (This affects whether any hardware needs purchasing) •When does your firewall licence expire? •Are there any other security measures in place (e.g. EDR, MFA, etc.)? •Do you currently have a Cyber Essentials certification?	Unfortunately this information is not currently available There is an expectation of provision of firewall solution as part of this quote MFA is in place when users log in from a new, unrecognised device Unfortunately this information is not currently available
Devices / Hardware •Are all company devices running Windows 11? •Do you have a specification or preference for tablet devices? •Do you own your laptops? If so, could you provide the specifications? •Do you require any additional laptops? •Do you own your telephone handsets? •Could you please confirm the make and model of the telephone handsets currently in use? •If your firewall is cloud based, what make and model router do you have (need to check compatibility)	Devices run Windows 11 Business No specification has been provided as we are open to suggestions for makes / models that meet our requirements Laptops have been purchased outright. HP Pro Book laptops (mix of 2024 and 2025 models) but typically 450 15.6 G9 or equivalent Believe handsets are owned outright. NEC handsets which current supplier has advised can no longer be supported Unfortunately firewall information is not known
Payment terms •Would you prefer no up-front costs and instead 1 monthly payment?	There is an expectation that some costs will be upfront
Could you please confirm how you would like Year 2 and Year 3 costs to be presented in the pricing table where certain elements, such as Microsoft licensing, are subject to external supplier price increases beyond our control? We can include inflationary adjustments for our own services, but we cannot accurately predict or fix costs for any third-party suppliers.	Please base future costs as accurately as possible. Should any elements be subject to change by external suppliers please ensure this is caveated in that particular line item.
How many servers, physical and virtual do you have?	Understood to be just the one

Do you own the WIFI access points and please can you advise what model they are?	Existing APs are Unify (exact model specification is not known). It is understood that the council owns the current wireless access points
How much storage is on the server for Backup requirement?	Network drive is approx 200GB
Telephone system – Do all or some of the Telephone users require any desk phones or cordless Dect phones if so can you advise on type and qty ie Basic, mid-level or exec?	May not all require handsets but at this point the majority of staff will require handsets - basic specification is fine
Can you please confirm the support hours required e.g. office hours Mon to Fri or 24 hours a day 365 days a year.	Core office hours are 8.00 to 5pm Monday to Thursday and 8.00 to 4.30pm on Friday, however the Town Hall is open longer for events and meetings, with staff often on site until 10pm and on weekends. As a minimum we would expect support 8.30am - 5pm Monday to Friday.
Can you please confirm if there is any requirement for onsite support services.	This is not a specific requirement of the quote, however it is assumed that there will be times when on site support may be required when issues cannot be resolved remotely
With regards to the 22 tablets is the physical hardware required to be supplied as part of this contract or is it just the support of existing hardware? If these are to be provided is there a preferred OEM or specification for these?	This can be included as a separate itemised cost under the up-front costs. No specification has been provided as we are open to suggestions for makes / models that meet our requirements. For the avoidance of doubt, this element will not be used for the cost element of the tender evaluation

Is the current file sever maintenance and support part of this contract? If please details of the OEM model number and current O/S & software deployed	Support is required in short term. Longer term ambition is to migrate to a cloud based system. Unfortunately information on the existing specification is not known, we are happy to facilitate an onsite inspection
Can you please provide the OEM details of the existing WIFI solution including any management platforms in use.	Existing APs are Unify (exact model specification is not known)
Can you please advise on the expectations of the level of support for maximising the features of MS365? Is this just advice on the feature or the full configuration and training on these?	Under this quote advice is required on which features we could be looking at adopting. It is accepted that any costs associated with additional software licenses or training would be additional
Does the phone system require any call queues/call centre functionality? Would remote phone users be required to receive external calls, or would it just be internal? Will the remote phone users require an app on their mobile phones or should it work redirecting to mobile?	Current features include menu options and hunt groups to direct calls to certain users. This functionality is required. All calls come through a central number, but require ability to transfer calls to other users who may be off-site. Calls should be accessible via a mobile or desktop app rather than simply a redirect to a mobile phone.
Can you confirm if the contractor is take over the existing leased line contract or are we to provide a new service provided by the contractor with the existing line being disconnected?	The current line is out of contract so we are seeking a new line as part of this specification
Is the contractor required to supply and install the new access WIFI access point for the Mining Museum or just is thisalready installed?	Contractor is required to supply and install additional AP. Some cabling for other infrastructure is in place (eg CCTV cameras) however we cannot guarantee this tracks back to the correct place within the building
Are all devices running the most up to date versions of their operating system?	HP Pro Book laptops operating Windows 11 Business.

How many shared email boxes are required?	Three currently in use
How old is the existing infrastructure: a.Wireless Access Points b.Firewall c.Switch d.Server	Unfortunately this information is not known
Is the Wi-Fi coverage currently satisfactory or are there any dead zones?	Other than the identified area in the ITQ (Mining Museum) all other parts of the Town Hall have sufficient coverage
What Firewall is currently in place?	Unfortunately this information is not known
What anti-virus is currently in place?	Unfortunately this information is not known
Do you have email security in place?	Yes - Unfortunately details not known
Do you have security awareness training for your users?	Not at present but will be rolled out under a separate contract shortly
Is the Cloud Migration expected to be included in the current budget?	Yes
Is there a preference in terms of brand for the tablet hardware?	This can be included as a separate itemised cost under the up-front costs. No specification has been provided as we are open to suggestions for makes / models that meet our requirements. For the avoidance of doubt, this element will not be used for the cost element of the tender evaluation. For the avoidance of doubt, this element will not be used for the cost element of the tender evaluation.
Are backups required? If yes, are these required for: a.The server b.Each user's desktop/laptop c.Each user's Microsoft 365 account (email and OneDrive) d.SharePoint and/or Teams	Yes - no expectations of back ups of individuals' laptops as data should be stored in shared folders or OneDrive

As some services are consumption based, for example back up storage, is the expectation that the proposal fixed cost includes the upper limit for data size for the three year period?	At present majority of files are stored on shared drive - approx 200GB in use
Do you currently have Disaster Recovery for your server?	Unfortunately this information is not known
Do all users currently use Multifactor Authentication?	MFA is in place when users log in from a new, unrecognised device
Do your users mainly connect via Wi-Fi or is there a cabled network in place?	Mainly connect via Wifi
How much data is currently on your: a.Server b.User devices c.Mailboxes d.OneDrive	Server is currently approx 200GB Other data not currently known, OneDrive will be minimal at present
Do you have an onsite server cabinet?	Yes
Does the budget indicated exclude VAT?	Yes
Does the council have an existing synchronous connection installed? If so, what underlying carrier network is this on - Openreach, Virgin etc?	Yes - thought to be Openreach but unable to confirm
Does the council require a failover internet connection to be in place?	Not at this stage
What existing phone system is in place?	PoE NEC devices. Current supplier has advised these are end of life and can no longer be supported.
Do all 15 telephony users require a desk phone? If not, how many do?	May not all require handsets but at this point the majority of staff will require handsets
Do the council have a preference on the type of tablets as a benchmark to be used from proposals?	No specification has been provided as we are open to suggestions for makes / models that meet our requirements.
Do the tablets only need to work on Wi-Fi, or do they need 4G/5G connectivity?	Wifi only

Please elaborate on why you have 40 Business Basic licences. Are these all for additional users who don't need a full licence or are they used to licence the shared mailboxes?	The basic licences are used by councillors or staff who typically only require email access and do this via either a work mobile phone, personal phone, and/or via webmail
Is your stated budget the expected year one support figure or is this an average of the three years of support and one-off costs combined?	The budget is an annual average of total costs over the three year period, however it is acceptable to present the costs for the 22 tablet devices as a separate upfront cost
Would it be possible to request an extension for this tender response please?	Unfortunately this is not possible