

**Chorleywood Parish Council IT Support Tender - summary of questions from vendors and associated responses**

Question	Response
It is stated that there are 12 office PCs/laptops, 10 (new) Councillor laptops and 2 (new) Officer tablets being purchased. Does this mean that the total count of PCs, laptops and tablets is 24 to be supported as part of the contract?	Yes
Is the server based locally, in the Council office? If this is the case, would CPC consider moving the server to the cloud (hosted online) as part of the proposal assuming there is no dependency on having this onsite?	Server is in the office but backed up to a private cloud provider - we would prefer to remain with the local and remote back up option
Does the Support service pricing need to include the software licensing costs for Microsoft Exchange, Microsoft 365, EDR (Barracuda), etc?	Yes it does need to include these
For the SIEM/SOC solution, is the pricing for this expected to be outside the budgeted £200k plus VAT outlined within the request for tender?	Please quote as a separate line item as specified in the proposal
Do CPC have an incumbent IT Support provider?	Yes
If CPC have yet to purchase the Councillor laptops and tablets, would they consider purchasing these via this contract?	These have already been purchased
Will support extend to personal devices used by Councillors, or only CPC-provided laptops?	No
Do you require support for mobile phones, Wi-Fi, and third-party cloud applications?	No
How often do you anticipate onsite support visits will be required each year?	Average of 10 per year
How many IT support tickets do you typically log each month across Officers and Councillors?	Average of 15 per month
Are there seasonal peaks in demand (e.g., council meetings, events)?	Not really
How do staff and councillors currently log tickets (phone, email, portal)?	Phone or email
Should SIEM/SOC pricing be included in our proposal, or shown separately as an option?	Show as a separate option please
Would you like us to recommend alternative security tools, or must we support your existing stack?	Please quote for the existing security tools but we are happy to receive recommendations for other options
Which provider currently delivers your cloud backup, and are you open to alternatives?	Private cloud back up supplied by incumbent support provider
Should the same response and resolution SLAs apply to both Councillors and Officers?	Yes
Do you require out-of-hours or weekend support for Councillors?	No this is not part of the existing service
Should vendor management extend to telecoms providers and Microsoft licensing?	Vendor management does not need to extend to telecoms providers but it must include Microsoft licensing
Do Councillors use Microsoft Exchange Plan 1 only for email, or do they also require full Microsoft 365 apps?	Officers use the full MS 365 apps suite but councillors only use email
Are you currently using Teams for telephony, OneDrive, or SharePoint, and should these be included in support?	Yes Teams is used for online meetings etc but OneDrive and SharePoint are only used occasionally and not as a matter of course. We do not develop anything on these platforms

Would you like us to include proactive lifecycle planning (e.g., refresh cycles, upgrade recommendations) as part of the service?	Happy for you to quote for this as a separate line item
Do you expect IT support requirements to increase due to potential local government reorganisation?	Unknown but likely to remain at broadly similar levels
Are you expecting suppliers to provide monitoring tools, or should we manage with your existing systems?	Current monitoring is provided by the incumbent support provider using a bespoke toolset so yes we would need you to provide replacement monitoring
Do you prefer pricing based on unlimited support, capped hours, or ticket volumes?	Please quote for your preferred options
Should project work (e.g., migrations, system upgrades) be priced separately from BAU support?	Yes please quote as a separate line item
Do you require separate invoicing for Officers and Councillors?	No