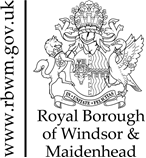
**Procurement**

**Adults, Health and Housing**

The Royal Borough of Windsor & Maidenhead

Town Hall

St Ives Road

Maidenhead, Berkshire

SL6 1RF

**The Royal Borough of Windsor & Maidenhead IT Professional Services and Support Market Questionnaire**

Dear Supplier

Thank you for expressing your interest in the above services. Below you will find some background to the Authority’s potential requirements, an explanation as to the purpose of this questionnaire and the questionnaire itself.

The Authority is seeking expressions of interest from suppliers for professional services and support for enhanced expertise on IT or fault issues that are complex. The Authority’s IT team is modest in size and covers support for circa 1,200 employees in the Authority and partner organisations and support for all applications as well as responsibility for the network infrastructure in all council buildings.

The Authority would require IT professional services and support for enhanced expertise in areas such as application sequencing, packaging and deployment, in-place upgrades, and bespoke data transformation. As part of this there may be a requirement for site attendance at the Town Hall in Maidenhead.

The intention of the Authority is to issue a tender to a shortlisted number of suppliers to provide these services over a three (3) year contract term for circa forty (40) days per annum.

The Authority would be grateful if you could answer the questions below and send your completed questionnaire to [procurement@rbwm.gov.uk](mailto:procurement@rbwm.gov.uk) The Authority will require your completed questionnaire by 17:00 on the 20/12/2021

By completing this questionnaire you will be assisting the Authority in understanding the market, the services that you are able to provide and you will also be confirming your interest in being invited to any potential subsequent tender that the Authority undertakes for these requirements

Please be aware that the Authority if it chooses to issue a tender will only be inviting a shortlisted number of suppliers. For a supplier to be considered it must meet the requirements of the Authority where stated in this questionnaire.

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| **IT Professional Services and Support Market Questionnaire** | |
| 1. Name of your organisation. | *Please answer question 1 here* |
| 1. Primary point of contact at your organisation in connection with this questionnaire including email, telephone number, and job title. | *Please answer question 2 here* |
| 1. Location of organisation head office. | *Please answer question 3 here* |
| 1. Location of any other office(s) | *Please answer question 4 here* |
| 1. Company Registration Number | *Please answer question 5 here* |
| 1. Primary website address of your organisation. | *Please answer question 6 here.* |
| 1. Is your organisation a Microsoft silver partner in the following areas -  * Microsoft Application Virtualization (App-V) * Microsoft Endpoint Manager (SCCM) * Microsoft Deployment Toolkit (MDT) * Microsoft Active Directory / Azure Active Directory * Microsoft Exchange * Microsoft FS Logix * Microsoft Office / Microsoft 365 | *YES / NO*  *As part of your response please provide evidence of your organisation’s silver partner status in the areas listed by the Authority* |
| 1. Please provide details of Public Sector clients for whom (and the services provided) you have provided services in areas such as:  * application sequencing; * packaging and deployment; * in-place upgrades; * bespoke data transformation   in the last three (3) years. Please also provide contact details for the clients you detail. | *Please answer question 8 here* |
| 1. Does your organisation operate a ticketing system, service desk or support portal for service requests (such as requests for consultancy days) to be made by your clients? If so please detail which of the above your organisation operates. | *Please answer question 9 here* |
| 1. Please provide your standard day and hourly rates for the provision of services such as those identified in question 8 to be performed by a person who is qualified (such as MSCP) and competent to do so.   The Authority considers a working day to be 7.5 hours excluding time for lunch or other breaks and the rates are to be for remote provision of service. | *Please answer question 10 here* |

The Authority thanks you for the time taken in completing this questionnaire and for expressing your interest in this potential opportunity. The Authority will contact you to let you know if you have been shortlisted by the Authority to take part in any subsequent tender.

Regards,

The Procurement Team,

The Royal Borough of Windsor & Maidenhead