LSB IT Managed Services Questions

Question	Answer
You list two physical servers. Can you confirm how many virtual servers you are running on these?	LSB-HOST1 = 8 servers • FIle1 • Asigra • Monitor • AZ1 • DC1 • Mail1 • DC2 • RDS1 LSB-HOST2 = 1 Server •SQL1
Is the cost of backup services to be included in the backup price of £32,500 pa? Can you confirm:- 1. Volume of data to be backed up? 2. Long-term retention period (default 90 days)? 3. Is MS365 backup also required?	No, this sits outside the managed service cost of £32.5k pa. Please advise of the cost of back up services based on storage below 1. as at September 2021, stored size 600.6GB and Protected size 1015.6GB 2. 6 years 3. Yes
Can you confirm details of the phone system to be supported and number of handsets/users?	VOIP solution using Microsoft Teams Number of users/headsets is approximately 35. No handsets are used.
Can you confirm details of the Secure Email platform to be supported?	Microsoft Outlook
We do not hold Cyber Essentials however are accredited to ISO27001 standards. We believe this is the highest Information Security standard attainable and exceeds the requirements of Cyber Essentials. Please can you clarify that this will be deemed acceptable and will not disqualify us from the tender?	This will not disqualify your bid but will be taken into consideration against the security provisions of other bidders.
Whilst it is possible for us to provide LSB with a dedicated manager, providing a named manager would provide a considerably lower cost. A named manager would be a consistent remote contact for LSB throughout the term of our partnership, and your key stakeholders would speak to this contact directly. They also work	A named account manager would be acceptable.

with a small selection of our other clients. Would this be a suitable solution for you?	

We are planning to bid on the above tender and have a few questions:
1. Server and Workstation Operating System Name and Version
2. Warranty Status of Current Hardware Inventory
3. Details of Server, its usage and/or purpose
4. High-level network/ server topology diagrams
5. What is the remote desktop being used for? Are these desktops or servers and is there an RDS / RDG hosted on them.
6. Asset Inventory for Telephony System to be supported
	1. OS name: Microsoft Windows Server 2016 Datacenter
	    OS version: 10.0.14393 N/A Build 14393
	2. 36 laptops have three year warranties which are either expired or will shortly expire as will our switches, firewalls and servers.
	3. LSB-HOST1 = 8 servers
	  • FIle1
	  • Asigra
	  • Monitor
	  • AZ1
	  • DC1
	  • Mail1
	  • DC2
	  • RDS1
	  LSB-HOST2 = 1 Server
	  •SQL1
	4. Map available on request
	5. RDS is on a server and is used to remotely access two more powerful desktop computers that are kept in our office. They are primarily accessed by our research team to run quantitative research software.
	6. No handsets are used. Number of headsets used is approximately 35.

Average Number of support tickets per month	We are in steady state following our IT transformation in 2019 so for the first 6 months of 2021-22 to September we averaged 52 tickets per month
Are you able to provide any additional detail (user profiles) of the staff roles that are to be supported i.e.; What are the relevant differences (if any) for the support requirements against each role?	Non-execs and consumer panel members do not use LSB hardware but require IT support as they have LSB licenses/software and to be dealt with as a priority. Issues mainly relate to Outlook and password issues.
Will the supplier be expected to simply track and report on license use and allocation only or will they be expected to define and implement the strategic use of licencing?	Track, bill, and report on license use and allocation is essential. Any strategic use of licenses can form part of quarterly meetings.
Is the LSB be expecting the bidder to be an accredited Microsoft CSP and/or is there an incumbent that we would be expected to work with.	We would not view this as an essential requirement.
Are you able to share the current Mobile Device Management (MDM) approach	Excluding laptops, we have minimal mobile corporate devices (2). This does not form part of the contractual provision. We have Microsoft Business Voice license for our corporate telephony VOIP.
Azure Cloud Services - What Cloud Services are running	Azure is also used for our website hosting which is excluded from this contract with remaining cloud

	services to be discussed on contract award/handover.
Back Up Services – What is currently in use? will we adopt that or be expected to bring our own solution	Asigra is in use. We would prefer for this to be adopted but are open to alternative solutions, pending cost and assurances.
Microsoft ONS – Can we have more detail on what this is please	Please disregard reference to Microsoft ONS, this was included in error
Key Vault – Is this Key Vault in Azure or something else?	Key Vault is available in the Legal Services Board Azure tenant
Office 365 and Secure Email Support – Can we have details on these mail platforms (particularly the secure)	Microsoft Outlook is the only platform currently in use. We are open to proposals for secure platforms.
License Management - What CMDB is being used?	Question with existing outsourced IT suppliers. Answer will be provided at a later stage in the process if still needed
End user device management – Is InTune currently being used, and would we be expected to manually 'build' & 'configure' laptops for users?	Yes, you would be expected to do this with new laptops for users. Intune is currently in use for this.
Telephony management – Can we have more detail ie; Teams, Cisco, Avaya	VOIP solution using Microsoft Teams Number of users/headsets is approximately 35. No handsets are used.
SQL DBA – Are we expected to provide 3rd line DB support as part of the monthly fee? If so, please provide list of DB's	Azure DB for my ISQL is currently billed outside of monthly fee.
We are Cyber Essentials certified but only base CE at the moment. We would be looking at becoming CE+ before the project next year so would it still be ok to submit our bid with this knowledge in mind?	Your CE status will be taken into consideration against the other bidders CE status when considering each tender
What are the minimum core support days (e.g., M-F?) for support expected for the budget stated?	Monday – Friday – noting that LSB has a flexible working policy that allows work at any time. So, tenders will be marked on their support availability
What are the minimum core support times (e.g., 9-5?) for support expected for the budget stated?	08:00-18:00 – noting that LSB has a flexible working policy that allows work at any time.
How many tickets are raised on an annual basis?	We are in steady state following our IT transformation in 2019 so for the first 6 months of 2021-22 to September we averaged 52 tickets per month
Confirm that planning and executing the migration to virtual machines is out of scope of the Service?	Correct. Although support for virtual machines once migrated is expected to be in scope for service.
Confirm that any Hardware disposal costs are excluded from the budget?	Correct
What are your current M365 licenses deployed/purchased?	35 Business Premium 16 Business Basic 31 Business Voice 3 Power BI Pro 6 Business Central 2 Business Central Essentials

	2 Teams Rooms Standard 1 Visio Plan 1 There are a number of free licences as well. These licenses are subject to change on a monthly basis. We would expect shortlisted suppliers to detail these costs at a later stage in the process
Item 16. Budget – you state licensing "expected to be passed on at cost" - is licensing provision in scope of service? If so who is your current supplier and when are your renewal dates?	Yes, license provision is in scope. Our current IT MSP supplies these and invoices monthly These are monthly licences and so volumes change each month
Section "Submitting a Tender" - please provide details of the other sites for attendance (you refer to "any site listed above" but no list provided)?	Our main office address in central London – 2 Dyott Street, WC1A 1DE. Our lease ends on Sept 2024
Annex One – Azure Cloud Services - Please provide details of any virtual servers (IaaS) or PaaS services in Azure for support and purpose of each?	Currently we don't believe any are in place, but this may change with a transition to virtual machines.
Annex One – "Security Services..." - Please confirm details of what is being used/in place currently?	This is covered by products in the Microsoft 365 package.
Annex One - "Back Up Services" - Please confirm the "LSB Major applications" that require backup, size of backup and technology for each (e.g. O/S, SQL, Data)?	SharePoint, OneDrive, Outlook, Business Central As at September 2021, stored size 600.6GB and Protected size 1015.6GB
Annex One - "Back Up Services" - Please confirm backup excludes the Services in Annex 3 – if included please provide size of data for each cloud technology?	Backup includes part of Annex 3
Annex One - "Back Up Services" - Please confirm of the backup software licensing is excluded from the budget stated?	Correct
Annex One - "Back Up Services" - Please confirm what backup technology is in place currently (Tape/Cloud/Disk) and if this will be available to the new supplier?	Cloud. There will be a handover process between the old and new supplier if necessary.
Annex One - "Supported Infrastructure - Hardware Supported" - Please confirm that all Hardware to be supported is backed by a manufacturer's warranty covering repair?	Some hardware is under warranty, some hardware is out of warranty.
Annex One - "Office 365 and Secure Email Support" - please provide details of the Secure Email platform?	Microsoft Outlook. This is covered by products in the Microsoft 365 package.
Annex One - "Patching" - Please confirm if there is a Patch Management process in place currently?	There is a patch management process in place with our current provider.

Annex One - "Patching" - Please confirm that the Patch Management process is only for the Networking, Laptops and Servers defined in Appendix Four (save Legacy Assets), please provide details of any other Servers/System expected to be included in the Service?	This is correct for all LSB owned assets.
Annex One - "Hardware Maintenance" - Please confirm that costs for replacement/upgrade hardware is excluded from the service?	Correct
Annex One - "End user device management" - Please confirm what is being used for device management currently?	Intune
Annex One - "End user device management" - Please confirm if scope of service is to setup and configure MS Intune or if this is expected to be an additional cost outside of the budget stated?	IT MSP expected to manage and support our devices as part of the service. That can done via MS Intune or a suitable alternative. This is within the budget stated.
Annex One - "Telephony management" - Please provide details of the Telephony system and confirm that suitable 3rd party support is in place for issue escalation. Please provide typical management activities expected as part of the service?	MS Teams. Supported by current IT MSP. This is within scope of the managed service.
Annex One - "SQL DBA" - Please provide typical management activities expected as part of the service?	This is for a legacy system and should require minimal input. We would be open to suggestions to remove this requirement.
Annex One - "Physical Threats" - please provide expected scope for this element e.g. provision and installation of Kensington Laptop desk locks and cables/CCTV/Door entry systems/fire systems etc.?	Physical security at our office is maintained by LSB and other third parties. IT MSP expected to maintain physical security of any LSB assets under control by the IT MSP.
Annex One - "Business Continuity" - Confirm that any necessary upgrades/procurement/costs (initial implementation and hardware) for systems to meet LSB BCP for defined RTO & RPO is excluded from the service (however once implemented the ongoing test & review being part of the service)?	Correct
Are laptops built to a defined standard and deployment process?	Yes
Are laptops built manually or automated and what software is used to build laptops e.g. Autopilot, MDT?	Built using InTune currently. How this is approached is up to the provider.
Overall, how well is the LSB environment documented i.e. technical configurations/procedures/processes (Poor, Good, Excellent)?	Good
Equality Act 2020 - What document we need to submit?	This will be assessed as part of the Supplier equality and diversity assessment form included in the ITT

General Data Protection Regulations and the Data Protection Act 2018 preferably via an Information Security Policy that reflects the control objectives as specified within the ISO27001 control set. - We are GDPR certified. Should we submit our current copy of the certificate or Copy of the certificate plus our standard GDPR policy?	Please submit the documents you think best suit this requirement.
Cyber Essentials Plus (commonly 'CE+') certification. - We are Cyber Essential Certified. Is this certification is acceptable to your organization as one of the eligibility criteria?	Your CE status will just be taken into consideration against the other bidders CE status
Do you have any specific proposal template or should we use our standard Managed Services Proposal? Please suggest.	There are a number of forms within the ITT that should be completed and submitted as part of your proposal.
Considering the price ceiling, we are planning to proposed 100% offshore based IT Managed Services. Is that acceptable to you?	This would be assessed against other proposals. However it should be noted that there is a requirement to attend LSB offices.
We are Microsoft Cloud Solution Provider and also having business partnership with INGRAM MICRO. This gives us access to different Cloud, Hardware, Network solutions. Can we suggest any alternative H/W, S/W, N/W in our proposal?	Our IT transformation to Microsoft has worked well and we are content with the solutions provided however LSB is open to alternative solutions that may better reach our objectives or provide efficiencies at a later point.
What is the tentative data volume in terms of GB you have currently in different laptops/servers etc?	Data currently backed up is: as at September 2021, stored size 600.6GB and Protected size 1015.6GB
I understand that any cost of 'Change Request (CR)' is not part of currently price ceiling. Please confirm.	Some changes are large and require professional services at a cost. Some change requests we would see as routine eg changes user profiles which should be part of the ongoing support costs and not chargeable separately
there are currently 11 SPF lookups, which is too many and may cause your emails to be blocked; there are also 2 MX records, one points straight to Office 365 and the other to Message Labs, is there any reason the MX records don't point directly to the spam filter?	LSB is open to new solutions and configurations of its systems to deliver efficiency or better cyber security.
We would need confirmation on the number of virtual machines before we can quote for the backup service.	The transition to virtual machines has not yet begun.

Can you confirm what is expect of:- Management of any SQL database as part of 3rd line support.	This is for a legacy systems and should require minimal input. We would be open to suggestions to remove this requirement.
Is the requirement to liaise with application vendors in the support and management of Board's SQL infrastructure, or are you looking for more DBA type support such as database tuning, user administration, etc?	The former
In your asset list you have 2 physical servers. Are these required to be supported or will they be decommissioned before the contract start?	These will continue to be in place at the start of the contract however could be decommissioned during the contract time.
If they are required to be supported can you supply any more information about their roles, and specifications?	The physical servers are currently operating the following virtual servers: LSB-HOST1 = 8 servers • FIle1 • Asigra • Monitor • AZ1 • DC1 • Mail1 • DC2 • RDS1 LSB-HOST2 = 1 Server • SQL1
Is Cyber Essentials Plus a hard requirement, and if so do you require it for tender submission or by contract start?	Your CE status will just be taken into consideration against the other bidders CE status
We are ISO27001 certified and have implemented Cyber Essentials. We have recently begun working with a consultant to upgrade to Cyber Essentials Plus. We do not expect that this will be implemented before your preferred go live date; does this preclude us from competing in this tender process?	Your CE status will just be taken into consideration against the other bidders CE status
From page 2 of your document: "We have outsourced our IT service since our inception in 2010 and our current provider has provided the LSB with IT Managed services since May 2019." Are you able to share details of any issues that you currently have?	The tender process is being held due to the end of the contract term and not due to any particular issues with the current supplier.
From page 2 of your document: "End User Services: Support in handling operational problems on technology related processes, policies, systems and usage. This would include hardware…" Do you require the service to include "break fix hardware contracts" or just assistance with warranty repairs?	Both

From page 6 of your document: "A fully costed proposal including, but not limited to, remote support, hourly rates, discounts for block time agreements and costs for attending any site listed above." We did not find a list of sites in the document, so have searched online and found addresses in Dyott Street, Southampton Row and Kemble Street. Can you confirm the sites at which you need attendance?	Our main office address in central London – 2 Dyott Street, WC1A 1DE, we have a lease until Sep 2024 so the office location could change after that
From page 9 of your document: "Provide a fully managed service for all aspects of the services provided by Microsoft Azure." Does this refer to the services listed in appendix three on page 12 (SharePoint, Teams, One Drive, Outlook, Dynamics 365 Business Central, Visio, Power BI and O365 Suite) or are there others?	Yes it does.
From page 9 of your document: "Provide backup software and back up services with formal back up process with periodic restores (daily, weekly, monthly) covering LSB major applications." Can you clarify the data sources that require backup, i.e. what do you classify as major applications?	SharePoint Outlook Business Central Dynamics (accounting system) OneDrive
From page 9 of your document: "Monitoring services to be provided by Microsoft ONS…" Can you confirm what you mean by Microsoft ONS?	Please disregard reference to Microsoft ONS, this was included in error.
From page 9 of your document: "Hardware supported" Are you able to expand upon the types of hardware that require support? (Also see question 10, below)	A list of hardware is available in appendix four of the ITT
From page 10 of your document: "Support and maintenance of hardware" Are you able to expand upon the types of hardware that require support? (Also see question 9 ,above)	A list of hardware is available in appendix four of the ITT
From page 10 of your document: "Maintaining a register of computing assets and logging any changes." Do you require support for IP connected devices only or are there peripheral devices such monitors, keyboards etc.?	This would include IP connected devices and peripheral devices.
From page 10 of your document: "On average, two days a month at LSB office to be split as business requires." Can you confirm the level of engineer you would need, or if you are unsure can you provide a sample list of normal tasks for the most recent site visits?	This can include dealing with hardware issues especially laptops, any office equipment issues (hardware and software), meeting staff who have issues that can only be resolved in person, dropping off or collecting hardware, installing new hardware including audio visual equipment.
From page 10 of your document: "Management of existing telephony infrastructure." What is your current telephony system? (Land line or VoIP, manufacturer and model).	VOIP solution using Microsoft Teams Number of users/headsets is approximately 35. No handsets are used.
From page 10 of your document: "Management of any SQL database as part of 3rd line support." Can you confirm the level of support you require?	This is for a legacy system and should require minimal input

For instance, re-writing queries, optimising database layouts, tables, etc	
Do LSB own their current network Infrastructure and network licensing such as firewalls, routers and switches? If so, which vendors are currently owned and utilised? (E.g. Cisco Meraki or Unifi etc)	Please see appendix four detailing LSB assets.
How many owned / leased sites do LSB operate which require inter connectivity? (Excluding remote workers etc)	Our main office address in central London – 2 Dyott Street, WC1A 1DE, we have a lease until Sep 2024 so the office location could change after that
Do you have an estimated total size of LSB data storage for backups? (E.g. 10TB)?	as at September 2021, stored size 600.6GB and Protected size 1015.6GB
Do LSB own their own current laptops?	Yes
Which Microsoft 365 licensing do LSB currently use? (E.g. We usually ask to work with MS Business premium due to the additional security features)	35 Business Premium 16 Business Basic 31 Business Voice 3 Power BI Pro 6 Business Central 2 Business Central Essentials 2 Teams Rooms Standard 1 Visio Plan 1 There are a number of free licences as well. These licenses are subject to change on a monthly basis. We would expect shortlisted suppliers to detail these costs at a later stage in the process
We have noted the two physical servers onsite. Please can you confirm if they have been configured as a virtual host, and if so how many virtual machines are operating on each server. Please also confirm any virtual servers operating in Azure or alternative cloud platforms?	They have been configured as a virtual host. LSB-HOST1 = 8 servers • FIle1 • Asigra • Monitor • AZ1 • DC1 • Mail1 • DC2 • RDS1 LSB-HOST2 = 1 Server • SQL1 There are currently no virtual machines hosted in the cloud. There are no servers operating in Azure or alternative platforms.
Within "Security Services and Security and Threat Management, please can you confirm how many events / tickets are raised for this per month?	Minimal tickets are raised in relation to this each month out of the average of 50 tickets raised each month.
For LSB's Domain Name Service management, please can you confirm how many domains LSB currently have?	There are two domains.
What is LSB's current Anti-Virus solution, has this been provided by the incumbent and will an alternative solution be required?	This is provided by the Microsoft 365 suite.

For License Management, what database to LSB currently use, and what detail is recorded?	IT Glue is used by our current provider.
Could you please detail the current telephony solution including type, manufacturer, number of handsets	VOIP solution using Microsoft Teams Number of users/headsets is approximately 35. No handsets are used.
Please can you confirm what backup services are currently in place?	Asigra is used.
LSB list "all aspects of the services provided by Microsoft Azure". Can we confirm that this would include acting as your CSP to manage billing services etc (which we note would not be included within the budget ceiling	Yes you would act as CSP to manage billing services and this sits outside the budget ceiling. Discussions on these costs will be conducted at a later stage with the shortlisted suppliers
please can you confirm which Office licenses and cloud services the below users use and if you can share what you're currently paying for those licenses	35 Business Premium 16 Business Basic 31 Business Voice 3 Power BI Pro 6 Business Central 2 Business Central Essentials 2 Teams Rooms Standard 1 Visio Plan 1 There are a number of free licences as well. These licenses are subject to change on a monthly basis. We would expect detailed quotes from suppliers at a later date in the process.
The ITT specifies 2 days per month onsite. Whilst we are happy to deliver onsite time, this will come at a cost so is there a reason for two days being needed per month as this is more onsite resource than we would expect for this size of environment?	This is based on our practical experience over the last 2-3 years of what is required. This may be delivered in smaller segments across a number of days of the month.

What servers do we need to backup:
    a. Number of physical and virtual machines
    b. Total amount of data
    c. Retention period
    d. Is ingestion of legacy data required?
	LSB-HOST1 = 8 servers
	• FIle1
	• Asigra
	• Monitor
	• AZ1
	• DC1
	• Mail1
	• DC2
	• RDS1
	LSB-HOST2 = 1 Server
	• SQL1
	
	As at September 2021, stored size 600.6GB and Protected size 1015.6GB
	
	LSB's retention policy may be found on our [website]().

The ITT mentions "Management of both email platforms and integration of the secure email application with key line of business	Microsoft Outlook is the only platform in place.

applications". Can you confirm what email platforms and secure email applications are being used please?	
What M365 subscription is in place currently?	35 Business Premium 16 Business Basic 31 Business Voice 3 Power BI Pro 6 Business Central 2 Business Central Essentials 2 Teams Rooms Standard 1 Visio Plan 1 There are a number of free licences as well. These licenses are subject to change on a monthly basis. We would expect shortlisted suppliers to detail these costs at a later stage in the process
Regarding network infrastructure monitoring – is it just health of the network infrastructure that needs to be monitored e.g. up / down / degraded?	Patching would also be required as part of this. We would welcome recommendations on network infrastructure during the contract period.
Are Microsoft Intune and Autopilot already configured and working or is setup of Intune required as part of the service onboarding?	Microsoft intune is currently in place.
Do you anticipate that all end user devices will need to be rebuilt as part of the onboarding?	No we do not expect this to happen.
Is Teams telephony direct routing or native Microsoft currently?	Direct routing is not in place.
Please can you supply a copy of your business continuity plan which will dictate the business continuity and disaster recovery arrangements?	Our business continuity plan is in the process of being redrafted to reflect our remote/hybrid working.
Under the section: Specification of services required #8, please confirm if the current requirement is only the management of laptops / remote desktops but does not require immediate move to virtual machines. If required, this will be through a separate contract process at a later date	Correct. Support for virtual machines once moved to would fall within ongoing support costs
Can you provide the list / number of Data Centres for Security Management.	Question with existing outsourced IT suppliers. Answer will be provided at a later stage in the process if still needed
Application and data management: Is DBM a part of the contractual requirement, since this is a specific function by itself which has cost additional implications if needed	Please list any additional cost implications from DBM in your tender.
Microsoft Azure involves a very wide range of cloud services. When you say "all aspects of the services provided by MS Azure", could you be specific to what level of services you will require?	Website is hosted in Azure and managed by our IT MSP but this is planned to transfer to another third party to manage shortly. Currently we have no virtual machines in Azure but may move to this in the future.
Does this include Backup for All 45 Laptops ?	Not specifically the laptops, but OneDrive, SharePoint etc,

Please specify the number of M365 Mail boxes for backup	Approximately 55
Please specify the number of One Drive for backup.	Approximately 35
Please specify the number of share point sites for backup.	Approximately 30
Do you need Password Manager? If yes, please specify the number of Admins. And the number of users separately.	No
In addition to the M365, do you use anything else which needs to be covered under this section?	We expect our IT MSP to maintain security of relevant admin passwords etc.
What application needs to be managed?	Microsoft licences at Annex 3
Is Database Management an integral part of this requirement, since this involves specialised skill sets which may potentially cost more	How licences are managed is up to the IT MSP.
Is the Engineer required to be onsite for two days a month irrespective of any pending calls? Could you clarify the purpose of the visit.	This is based on our practical experience over the last 2-3 years of what is required. This may be delivered in smaller segments across a number of days of the month. This can include dealing with hardware issues especially laptops, any office equipment issues (hardware and software) , meeting staff who have issues that can only be resolved in person, dropping off or collecting hardware, installing new hardware including audio visual equipment.
Does this include SPSs and Share Point support or more?	Primarily support for Microsoft software and liaising with third party software support when needed
Are we allowed to make an assessment of the DB. Is this an additional service requirement at a cost? Can it be offered as a "Pay as you Service" as an option?	This is for a legacy system and should require minimal support.
Could you clarify the level of protection expected for all devices? Are you referring to Laptop theft locks" or similar options?	Physical security at our office is maintained by LSB and other third parties. IT MSP expected to maintain physical security of any LSB assets under control by the IT MSP
Do you have existing contracts with the software vendors to support them?	We have existing contracts with third party software vendors however the level of support varies.
Is this cloud base , or locally hosted?	Cloud
Do you have Initial customizer in touch, and a support contact with Microsoft?	This is managed by our current provider.
Do you have existing contract with MS for the support?	Support for Dynamics 365 Business Central accounting system provided by third party. No contract with MS for support.
Please provide yar of manufacture and IOS version for the Tablets, Dell servers and Monitors.	Please see appendix 4. We replaced half our office monitors in 2019 and we intend to replace the other half in 2021-22.
For firewall protection, is this managed by ISP? Do you have Support Contract with Cisco?	Firewall is managed by IT MSP, with warranty and additional support provided by Cisco.
Can we have the APC- UPS model and serial number?	APC 750 UPS (tbc at handover)

Can you clarify the number of servers that need to be backed-up?	Please see the list below.
Can you provide a list of virtual servers?	LSB-HOST1 = 8 servers • FIle1 • Asigra • Monitor • AZ1 • DC1 • Mail1 • DC2 • RDS1 LSB-HOST2 = 1 Server • SQL1
Please provide clarification on Configuration Management DataBase	This is for a legacy system and should require minimal support. We have asked our existing IT provider for details
How large is the database?	We are unable to provide a size at this time. We have asked our existing IT provider for details
What are they looking for in terms of backups?	We would expect it to be backed up in line with the rest of our data.
What are the requirements in terms of security?	We would expect to discuss the exact security requirements at a later stage in the process.
Is the Database cloud based? If so what type of product is in use? As this would determine the complexity of the tasks required to be performed by the DBA Azure SQL Database. This is the least complicated option as most of the DBA tasks are done by Microsoft. Azure SQL Managed Instance SQL Server on virtual machines	Yes Azure SQL Database
architectural techniques – Could we have more information on what the requirement is for this too please?	This is for a legacy system and should require minimal support. The intention would be to close this legacy system down during this contract
What level of support is required for 365 in Appendix 3?	Full support is required for items listed in Appendix Three