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Managed IT Hosting and Support Service Contract

Preliminary Market Consultation Brief



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# 1 Introduction

## 1.1 Terminology

The following definitions are used throughout this document:

Bidder		An organisation participating in any Tender(s) which may be issued by EastendHomes
Brief		This document
EastendHomes		The buyer
Interest Parties		Organisations expressing an interest in this Preliminary Market Consultation
Local Area Network	LAN	Internal network connecting EastendHomes' users and devices.
Managed Service		A fully managed IT service including all services defined as in-scope in this document
Participant		A supplier that EastendHomes has invited to participate in this Preliminary Market Consultation
Preliminary Market Consultation		Preliminary market engagement exercise as described in this document
Service Credits		Credits which are payable for non-adherence to the SLA as stated in the Agreement.
Service Delivery Manager	SDM	Supplier representative responsible for all management aspects of the Solution including contractual, commercial and delivery.
Service Level Agreement	SLA	Contractual service level agreement
Supplier		A supplier that is appointed to deliver the Managed Service as the result of any Tender which may be issued by EastendHomes
Tender		Any Tender(s) which EastendHomes may issue subsequent to this Preliminary Market Consultation. It should be noted that this Preliminary Market Consultation does not place any obligation on EastendHomes to proceed with a Tender for any or all of the services which are scoped in this document
Unified Communications as a Service	UCaaS	An end-user communications system, incorporating telephony, which is provided as a cloud solution typically connecting users via standard Internet connections
Wide Area Network	WAN	Network connecting EastendHomes offices, the Internet and other public and private network services
Wireless LAN	WLAN	WiFi access within EastendHomes' premises to be used for both staff and guest access
Workshop		Meeting to discuss the Preliminary Market Consultation response to be held between EastendHomes and the Participant

## 1.2 Introduction to EastendHomes

EastendHomes is a community led, Registered Provider of Social Housing based in the London Borough of Tower Hamlets.

EastendHomes was set up as part of the Tower Hamlets Housing Choice programme and was registered with the Housing Corporation in January 2005. It is also a registered charity.

EastendHomes mission is to provide a local housing service which is efficient, gives value for money and meet the needs, priorities and aspirations of all residents.

EastendHomes vision is to achieve the comprehensive regeneration of our estates and to bring about a sustained improvement in the homes and quality of life for residents”.

EastendHomes Values include:

- Value and support resident involvement
- Recognise and value the commitment and hard work by our staff.
- Always strive to provide the best possible service.
- Welcome and support diversity; committed to equality.
- Improve and succeed in all aspects of our work.

EastendHomes is a Registered Provider of Social Housing with the Homes & Communities Agency (no. L4434) and a Registered Charity (no. 1107691). The company number is 4516155.

## 1.3 Correspondence

All published correspondence, and any other communication between EastendHomes and Participants regarding this Preliminary Market Consultation shall be via EastendHomes’ appointed advisors at the following e-mail address:

phil.riley@altairltd.co.uk

Neither EastendHomes nor its advisors will enter into any communications by any other means.

## 1.4 Timeline

It is expected that EastendHomes will issue a tender in May 2022.

Due to the expected tender value, this process shall comply with the Public Contract Regulations 2015. It is likely that a Restricted Procedure will be used.

In order to achieve a smooth handover to a new provider, EastendHomes expects to award a new contract by September 2022 and anticipates that the new service will be live by December 2022.

## 2 Preliminary Market Consultation

### 2.1 Purpose

EastendHomes is looking to replace its expiring contract which includes the hosting, management and support of all core and end-user IT infrastructure including desktop applications such as Microsoft Office 365.

This Preliminary Market Consultation is designed to assess the services available and suppliers who can provide these. This will inform the tender process and the specification of services, infrastructure and other items which will comprise the tender requirements. This Preliminary Market Consultation is for EastendHomes information gathering purposes only and does not form part of any formal Tender procedure.

The primary objectives of this are to:

- Discuss the current Managed Service provision
- Determine market capacity and drivers
- Establish potential Bidder interest in the new contract
- Discuss solution, service and technology options
- Determine how suppliers can help to drive EastendHomes' IT Strategy throughout the contract term to ensure that the IT service is appropriately architected, maintained and supported to align with current and upcoming technologies which are proven, stable, affordable and relevant to an organisation of EastendHomes size and complexity
- Discuss the opportunities for moving services to private and/or public cloud configurations
- Explore the potential for innovation and added value
- Consider SLA options
- Establish key cost drivers, current cost bases, pricing model options and estimated delivery times and budgets
- Establish a fit for purpose service specification

### 2.2 Information Provided to Participants

This Brief provides the background information for the Preliminary Market Consultation process.

Participants are welcome to seek clarification or additional detail regarding any point prior to the Workshops. Participants should log questions via the contact details in Section 1.3 of this Brief.

EastendHomes and its advisors have endeavoured to ensure the accuracy of all information provided in this document but do not warrant such accuracy and EastendHomes or its advisors shall not be responsible for any errors or omissions.

## 2.3 Preliminary Market Consultation Process

The Preliminary Market Consultation process shall be conducted as a 1-hour Workshops with each Participant at the following address and dates:

EastendHomes  
3 Resolution Plaza  
London E1 6PS

The Workshops will be held on Tuesday 26 and Wednesday 27 April 2022. Up to four persons from an Interested Party may attend each Workshop.

Workshop appointments shall be allocated on a first come first served basis to interested parties responding to this Brief. Interested Parties wishing to attend shall register their interest by no later than 17.00 hrs on 19/04/2022 to [phil.riley@altairltd.co.uk](mailto:phil.riley@altairltd.co.uk) and shall indicate if they can attend on either or both days (this will be subject to sufficient meeting slot capacity on each day) and the names and job titles of those wishing to attend.

The agenda for the Workshops shall be:

Introductions	5 minutes
Introduction to Participant's organisation	5 minutes
Service design and principal features including any options, including any sub-contracting arrangements	15 minutes
Service Levels	10 minutes
Transition arrangements from existing solution and services, including requirements for participation by EastendHomes staff	10 minutes
Commercial arrangements and budgetary costs	10 minutes
Closing remarks	5 minutes

## 2.4 Workshop Documentation to be Provided

EastendHomes requires the Workshop to be based around discussion and not presentation and it is important that all sessions are "interactive" between the Participant and EastendHomes' representatives.

Participants are requested to submit a copy of any PowerPoint slides, including the solution highlights and budgetary model via the contact details in Section 1.3 of this Brief after the Workshop as an aide memoire. Submissions may be in PPT, PPTX or PDF formats. Note that these should only contain the material presented and not any additional material.

No other documentation shall be provided unless specifically requested by EastendHomes and Participants should not provide printed materials or brochures at the Workshops.

## 2.5 Recording of Information Provided

EastendHomes reserve the right to record or document all conversations held during the Workshops and to retain all documentation provided by Participants. Notwithstanding any legal obligations, such documentation may be retained by EastendHomes indefinitely.

## 2.6 Commercial Confidentiality

Participants shall treat all information, including this document, any information provided as a result of clarifications which may be issued, and any information provided in the Workshops by EastendHomes or its advisors as “commercial in confidence”.

By participating in this Preliminary Market Consultation, Participants shall be deemed to have given such consent that they will not divulge any such information to any third parties or retain information provided by EastendHomes for this Preliminary Market Consultation beyond the time-period that it is required for this Preliminary Market Consultation or any subsequent Tender.

Where disclosure is required, e.g. for the Participant to establish manufacturers’ pricing or subcontracting arrangements, Participants shall advise [phil.riley@altairltd.co.uk](mailto:phil.riley@altairltd.co.uk) stating the details of the disclosure required and the parties to whom disclosure will be made.

Unless agreed to be commercially confidential as described above:

- EastendHomes may use information gathered during this Preliminary Market Consultation to inform the content of any tender which may be issued, and the information may be used to provide detail for the specification of the services in such tender documentation.
- Where relevant and appropriate, EastendHomes will share with other Participants any information provided to a Participant as clarification including any additional documentation or information provided. When submitting clarification questions, please indicate if you do not wish response information to be shared with other Participants and state clearly the reason if you do not want this to be shared, e.g. if it would compromise commercial confidentiality. EastendHomes and its advisors may choose not to answer clarification questions where information cannot be shared with other Participants if it is considered that this may prejudice this Preliminary Market Consultation or any future Tender arrangements.
- In accordance with the Public Contract Regulations, EastendHomes shall also make available to all Bidders who participate in any Tender process, all relevant information shared and/or discussed during this Preliminary Market Consultation, to ensure that no Bidder is advantaged or disadvantaged through participation or non-participation in this Preliminary Market Consultation.

Where budgetary pricing information is provided to EastendHomes by a Participant, EastendHomes will ensure commercial confidentiality of such information except in so far as the information may be used to calculate the value which is published as the “Estimated Contract Value” in any Notice of Tender placed in HM Government Contract Finder, or similar. In so far as it is required by the Public Contract Regulations 2015, EastendHomes may be required to disclose publicly the basis of such calculation of the Estimated Contract Value.

## 2.7 Status of Information Provided

No information provided either by EastendHomes or the Participant at this stage will constitute a response to any Tender which may be subsequently issued, nor does it bind EastendHomes or any Participant to contracting for supply at a price or of a specification discussed during or as a result of the Preliminary Market Consultation.

## 2.8 General Conditions

In accordance with Regulation 40 of the Public Contracts Regulations 2015, the deliverables from this Preliminary Market Consultation may be used in the planning and conduct of the future service procurement procedure, provided that it does not have the effect of distorting competition and does not result in a violation of the principles of non-discrimination and transparency.

No down-selection of Participants will take place as a consequence of any responses or interactions relating to this Preliminary Market Consultation.

It is expected that all responses to this Preliminary Market Consultation will be provided by Participants in good faith to the best of their ability in the light of information available at the time of their response.

No information provided by a Participant in response to this Preliminary Market Consultation will be carried forward, used or acknowledged in any way for the purpose of evaluating the Participant in any subsequent formal procurement process.

Where a Participant has advised EastendHomes, whether in the context of this Preliminary Market Consultation or not or has otherwise been involved in the preparation of the procurement procedure, EastendHomes shall take appropriate measures to ensure that competition is not distorted by the participation of that Participant. Such measures shall include:

- The communication to the other Participants and Bidders of relevant information exchanged in the context of or resulting from the involvement of the Participant in the preparation of the procurement procedure
- The fixing of adequate time limits for the receipt of tenders
- Participants shall only be excluded from the procurement procedure where there are no other means to ensure compliance with the duty to treat economic operators equally in accordance with regulation 18(1) of the Public Contracts Regulations 2015.
- Prior to any such exclusion, Participants shall be given the opportunity to prove that their involvement in preparing the procurement procedure is not capable of distorting competition.

Participants shall bear their own costs and in no circumstances whatsoever shall EastendHomes become liable for any participation costs associated with this Preliminary Market Consultation. EastendHomes shall similarly not be liable in the event that any procurement process pursuant to this Preliminary Market Consultation is not undertaken, whatever the reason.



## 3 Managed Service Contract

### 3.1 Current ICT Managed Service Contract

The ICT service is fully outsourced and EastendHomes has no operational IT Personnel on its payroll.

The current Managed Service contract includes:

- Support for all server, storage and network (LAN, WAN and WLAN) infrastructure, security, backup and disaster recovery
- Hosting of all core infrastructure including all core compute and storage appliances
- Management of all telecommunications circuits including WAN circuits
- 24x7 staffed service desk
- All first, second, third line and support for LAN and desktop services
- Up to two (2) days per month of on-site assistance, e.g. to address desk-side issues with users
- Network design, management, and support
- Desktop product procurement and support
- IT due diligence and health checks
- IT procurement management

An inventory of current assets is included in section 4

Business application support also forms part of the current contractual arrangements.

The current telephone service is hosted by the incumbent supplier as part of the Managed Service contract and is supported by a third-party telephony supplier under a separate contract.

### 3.2 Contract Term

It is expected that the new contract will be let for an initial four (4) year contact term with three (3) x one (1) year extensions which may be requested at EastendHomes sole discretion. This will provide a maximum contract term of seven (7) years should EastendHomes choose to exercise all extensions.

### 3.3 Users

EastendHomes has 90 ICT users working at its offices and from home. A hybrid working model with staff working some days from home and some days in the office is currently being trialled.

### 3.4 Hours of Service

The following shall be used as a baseline for discussions at the Workshops.

The Supplier's data centre services will be supported and monitored 24x7.

The Supplier's service desk will have operational hours of at least 07:00-19:00 Mondays to Fridays, English Public Holidays excepted, during which time all calls will be answered in person. The Supplier may also provide an electronic portal for EastendHomes' users to log calls, and this shall be routinely handled during these hours.

The Supplier shall provide facilities for EastendHomes to log service desk requests outside these hours. The Supplier shall be able to react to any urgent calls of a critical nature which, if left unresolved will the facilities which are available to end-users and may also result in non-adherence to the contractual availability and other performance targets defined in the SLA.

It is anticipated that the majority of the services will be remotely delivered by the Supplier. However, where attendance at any of EastendHomes' offices is required, the Supplier shall attend as a minimum between 09:00 – 17:30 Monday to Friday, English Public Holidays excepted.

The Supplier shall provide on-site technical and engineering support on at least two (2) days per calendar month at EastendHomes premises, e.g. to handle any end-users which require deskside assistance.

## 3.5 Location of Services

Users are located at:

- Head office - 3 Resolution Plaza, London E1 6PS
- Island Gardens Housing Centre - 137 Manchester Road, London E14 3DN
- Mile End Housing Centre - 123 Hamlets Way, London E3 4TY
- St George's/Glamis Housing Centre - 61a Swedenborg Gardens, London E1 8HP
- Bernie Cameron Community Centre, Merchant Street E3 4LX

EastendHomes has adopted a "hybrid" working model where users spend some days working at an office location and others working from home. Where users are homeworkers, they will either collect and return equipment at one of the above EastendHomes offices or the Supplier will send equipment to and from the user's home address by courier, such costs for transit to be reimbursed by EastendHomes.

## 3.6 In-Scope Requirements

The purpose of this Preliminary Market Consultation is to engage with the marketplace in order to fully understand options for the provision of the required services to deliver a value for money service. Therefore, the in-scope requirements which are stated in this document should be regarded as "provisional" information for the purpose of this Preliminary Market Consultation only. Based on the outcomes of the Preliminary Market Consultation, EastendHomes will consider more fully and precisely the technical and service requirements specification which will be issued with any future tender. The functional and contractual requirements of any further Tender may therefore vary from the information provided in this document in part or in full.

The new Managed Service contract will replace all services provided by the current contract, see 3.1.

Business application support, which also forms part of the current contractual arrangements, will be separated into a new discrete contract and a tender for this service will be advertised during the coming months to commence at the same time as this Managed Service contract. The Managed Service Supplier shall cooperate fully with the supplier appointed to provide business application support, e.g. to facilitate the business application supplier's access to EastendHomes' IT network and core infrastructure to:

- Support systems
- Implement patches and upgrades
- Provide assistance and training to end-users
- Other related tasks which EastendHomes may request this supplier to undertake on its behalf

Contractual arrangements shall not place any cap on any resources which are necessary to deliver the in-scope services including service delivery manager resources, engineering resources and service desk calls and actions.

The Supplier shall:

- Take over the hosting and support of all existing assets as appropriate to the proposed solution, see section 4
- Host core assets in the Supplier's data centre
- Move services to public and/or private cloud as and where this demonstrates value for money
- Provide contractual SLAs for the availability of all assets and services
- Renew and refresh assets at such time as required and mutually agreed with EastendHomes

The Managed Service shall include:

- Staffed service desk, see also 3.4 for hours of services
- All first, second, third line and support for all in-scope services
- Up to two (2) days per month of on-site assistance, e.g. to address desk-side issues with users
- For the core infrastructure, the Managed Service shall include the provision (where current assets are not reused), hosting, management, support and maintenance of:
  - All compute and storage requirements
  - All wide area network services, equipment and circuits including Internet breakout, see section 4 (Asset Register) for details of current circuits
  - Management of all telecommunications circuits including WAN
  - All local area network services and equipment (LAN and WLAN)
  - Hosting of all core infrastructure including all core compute and storage appliances
  - 24x365 Proactive monitoring of all core IT services
  - Backup and restore
  - Disaster recovery
  - Break/fix support for all infrastructure and associated components
  - Support for core infrastructure operating systems, including hypervisors as required
  - Security patching
  - Version patching to ensure that infrastructure and applications remain supported by manufacturers
  - Patching to resolve bugs and issues as advised and recommended by manufacturers
  - Maintenance of print servers and associated supporting print server software
- For end-user devices, the Managed Service shall include:
  - Break/fix support for all end-user devices and associated components
  - Support for end-user device operating systems, including virtual desktops as required
  - Desktop applications, including Microsoft Office 365
  - Security patching
  - Version patching to ensure that infrastructure and applications remain supported by manufacturers
  - Patching to resolve bugs and issues as advised and recommended by manufacturers
  - Provisioning new end-user devices
    - Procurement support
    - Configuration of new equipment including installing desktop images and applications
  - Configuration of mobile phones and similar including:
    - Configuration of email services
    - Configuration of Internet services

- Deployment of a mobile device management solution including provision and configuration of any services which are required on the end-user mobile device
- The Managed Service shall include security management of all core infrastructure and all user end-user devices, including all network connections and other ingress and egress points to the corporate network, to include:
  - Firewall management
  - Threat management
  - Data leak protection
  - Anti-virus for core and end-user devices
  - Conditional access
  - Internet gateway security, content filtering and usage logging
  - Multi-Factor Authentication
  - Mobile device management
  - Assistance to promote security best practice throughout EastendHomes to ensure that all end-users are aware of IT security risks
- The Supplier shall perform regular health checks for all in-scope services and shall promptly advise EastendHomes of any issues identified
- The Supplier shall provide a full inventory management service for all IT assets, including all equipment and software, deployed and in use by EastendHomes, whether supplied by the Supplier or by other third-parties. This shall include all core and end-user assets for both hardware, circuits and software. The Supplier shall provide lifecycle management of all assets and assist EastendHomes with:
  - Planning for replacement as and when assets become life expired
  - Procurement support
  - Implementation and configuration support
- The Supplier shall provide strategic advice to assist EastendHomes plan for additions and upgrades, to include:
  - Technical architecture and design
  - Developing appropriate refresh cycles for all equipment
  - Capacity management
  - Advice regarding new technologies which may be useful for EastendHomes to deploy
  - Risk management with respect to IT equipment and services

## 3.7 Initial Opportunities for Improvements

EastendHomes wish to discuss with Participants, early opportunities to improve the current service.

EastendHomes has recently adopted Office 365 replacing an older legacy version of Office. This is primarily used for Email Online, Outlook, Word, PowerPoint and Excel. EastendHomes is keen to drive value from its investment in Office 365 and to implement new functionality including SharePoint.

Participants are asked to study the inventory provided in section 4 of this document and shall consider how cloud services may be used to optimally provision the service taking into account both value for money and the technical and operational benefits which cloud may be able to provide. Participants may propose private or public or hybrid (mixture of private and public) cloud services.

Participants should also consider the age of infrastructure, e.g. the Cisco switches, and make recommendations for replacements as and where appropriate.

EastendHomes has recently implemented Microsoft Office 365 for basic functions (Word, Excel, PowerPoint and Outlook) and Exchange Online. Participants are asked to consider how the use of Microsoft services may be extended, e.g. to use M365 products to meet the security requirements.

### 3.8 Service Level Agreement

The Supplier shall be required to enter into a contractual service level and performance agreement with EastendHomes. This will be based on 24x7 availability targets (permitted and mutually agreed downtime excluded) measured over a rolling 30-day period. The following Service Credits will be used as a baseline for discussion in the Preliminary Market Consultation:

Availability Service Credits for Usable Uptime	
Usable uptime achieved in a rolling 30-day period	Percentage of monthly charge payable as Service Credits
100% - 99.99%	0%
99.99% - 99.90%	1%
99.89% - 99%	2.5%
98.99% - 97.5%	5%
97.49% - 95%	7.5%
Less than 94.99%	10%

Additionally, the Supplier shall be required to enter into the following performance standards which will be backed by Service Credits for non-adherence:

Service Desk answering calls by a Service Desk during hours stated at 3.4; calls to be answered by an agent competent in the in-scope elements of the Managed Service	Calls answered by an agent within 20 seconds
Adding new users, including Active Directory, Office 365, e-mail, etc	Within one (1) business day of an authorised request from EastendHomes
Changes to user profiles, access rights, desktop configurations (e.g. adding or removing applications or application links), etc	Within one (1) business day of an authorised request from EastendHomes
Deleting and disabling users	Within one (1) business day of an authorised request from EastendHomes. An emergency process shall be provided to allow immediate action of a "delete" or "disable" request, e.g. if a user has been dismissed and a significant business risk is posed if the user can still access IT systems
Provision of new core and end-user equipment	Standard equipment to be procured, configured and delivered to end-users within ten (10) business days. Non-standard equipment to be delivered to a timescale mutually agreed with each request
Responding to request for on-site support when a system is broken or otherwise unavailable, to include hardware failures, in-scope application and operating system faults, etc	Within two (2) business days of a request unless mutually agreed as "non urgent" with EastendHomes
Responding to urgent and critical core infrastructure alert, including compute and storage alerts	24x7 : Within one (1) hour of the alert During business hours as defined at 3.4: Within fifteen (15) minutes

Providing access for third parties to EastendHomes networks and/or applications, e.g. for support of the Housing Management System	One (1) business day of electronic receipt of an authorised request from EastendHomes. A process shall also be provided for emergency access to cater for critical business application failures to provide access with one (1) hour of an authorised request from EastendHomes
Responding to change control notices	Initial response, e.g. number of days, cost, etc to be provided within ten (10) business days
Patching to be undertaken according to a patch schedule	Critical patches: Within manufacturer's recommendations or within forty-eight (48) hours Non-critical patches: Typically once every calendar month
Production of monthly service performance report (content to be agreed between EastendHomes and the Supplier)	Within five (5) business days of the end of each calendar month
Production of major incident reports ("major incident" to be defined in the tender document if and when issued)	Within five (5) business days of the occurrence of a major incident
Undertake regular health checks and report to EastendHomes on these	To be undertaken commensurate with a schedule to be agreed
Provide an annual disaster recovery test	To be undertaken within thirty (30) calendar days of the commencement of the Managed Service and within thirty (30) calendar days of each anniversary of this commencement date

Participants shall consider and provide information as part of Preliminary Market Consultation regarding the commercial and technical implications of the above and the extent to which the Participant would consider entering into a contract based on these parameters which is affordable and offers value for money for EastendHomes

### 3.9 Service Management

The Supplier shall appoint a Service Delivery Manager who shall be responsible for the delivery of all services provided by the Supplier to EastendHomes. Amongst the SDM's duties shall be:

- Ensuring that the monthly service performance report is produced and delivered to EastendHomes in a timely manner compliant with the SLA and answering any questions from EastendHomes regarding this report.
- Holding monthly meetings with EastendHomes to discuss performance, issues and plan for future work. These meetings may be held virtually, but at least one meeting each three (3) months shall be an "in person" meeting held at EastendHomes premises.
- Reporting on adherence to SLAs and calculating any Service Credits due.
- Ensuring that all staff involved in the provision of the Managed Service adhere to appropriate standards whether working on or away from EastendHomes premises. This includes ensuring that all staff adhere to EastendHomes policies which have been provided to supplier, e.g. IT usage policy, IT security policy, etc.

## 3.10 Optional Requirements

EastendHomes is considering changing the telephone system which is currently a legacy telephone PBX solution which is hosted in the Managed Service supplier's data centre and supported by a third-party telephony supplier.

EastendHomes is considering acquisition of a cloud-based telephone service, e.g. a UCaaS solution. As part of this Preliminary Market Consultation, EastendHomes would like to understand:

- The capabilities of such cloud-based solutions which can be provided by the Participant
- Budgetary costs
- The synergy between suppliers who are able to provide an IT Managed Service contract and also can provide a UCaaS solution
- The advantages and disadvantages of issuing a single tender and engaging with a single supplier to provide both the Managed Service and UCaaS contract

## 3.11 Rate Card

As part of any Tender, Bidders will be required to submit a "Rate Card" for additional professional services which may be called off as required in connection with the above.

It should be noted that the Rate Card shall only be applied to exceptional works which do not form part of the in-scope Managed Service. The rate card shall apply to:

- New projects
- Work outside core business hours (Monday-Friday 07:00-19:00, English Public Holidays excepted)
- Items additional to the current Asset Register (Appendix A), i.e. where quantities have increased or new items added and not to replacements
- Engineering time associated with the replacement of core infrastructure such as compute and storage appliance, core network infrastructure, etc

## 3.12 Assets

All assets which shall form part of the current managed service are listed in section 4. Participants are requested to identify any assets which:

- The Participant would not be able to support
- The Participant would be able to support, but would not be able to contract to the SLA as provided by the contract, see 3.8
- The Participant would recommend are replaced as part of the implementation of the proposed solution

EastendHomes has recently moved to Microsoft Office 365 and all users have E3 subscriptions.

## 3.13 Transition

As part of this Preliminary Market Consultation, EastendHomes wishes to discuss how the transition from the existing contractual arrangements and the existing Managed Service supplier will be approached, including, as applicable:

- Parallel running during the transition
- Transfer of applications and data to the new service and solution
- Handover of unresolved service desk calls (issues and service requests)

EastendHomes would be interested to understand if the Participant would approach the transition as a staged project with a number of discrete sprints or whether a “big bang” is preferred.

Participants should also consider the transition process for any services which it is proposed would move to the public and/or private cloud.



## 4 Asset Register

### 4.1 Introduction

The below information is provided based on recent surveys and shall be provided in the tender (subject to any recent variations) for bidders to size and price the proposed solutions.

The successful bidder, as part of the Contract Award Process, shall conduct its own enquiries to ensure the accuracy of the information and shall advise EastendHomes of any discrepancies.

### 4.2 Overview

EastendHomes' core IT Infrastructure is hosted in a colocation data centre as part of its current managed service contract.

The infrastructure consists of a shared Storage System (SAN) based on HP Nimble CS1000 system that was acquired in May 2019. The infrastructure compute is based on a Server Cluster of VMware servers running on 3 x HP DL360 Gen10 Hardware that was also acquired in May 2019.

The infrastructure is a virtualised infrastructure utilising VMware vSphere 6.5 in a three-node cluster that runs all Eastend Homes servers and applications. One Server is based at EastendHomes offices and hosts the applications for mail merge and call recording.

The Phone system is also collocated within the incumbent Datacentre.

Citrix virtual desktops are used to deliver application and data access to users.

### 4.3 Server Inventory

Name	Powered	Guest OS
EEH-ADSRV-1	On	Microsoft Windows Server 2016 (64-bit)
EEH-ADSRV-2	On	Microsoft Windows Server 2016 (64-bit)
EEH-AMOB-LIVE	On	Ubuntu Linux (64-bit)
EEH-AMOB-TEST	On	Ubuntu Linux (64-bit)
EEH-AMOB-TRAIN	On	Ubuntu Linux (64-bit)
EEH-APPSRV-10	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-APPSRV-11	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-APPSRV-12	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-APPSRV-13	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-APPSRV-7	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-APPSRV-8	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-ASSET01	On	Microsoft Windows Server 2016 (64-bit)
EEH-ASSET02	On	Microsoft Windows Server 2016 (64-bit)
EEH-AUDIT-1	On	Microsoft Windows Server 2012 (64-bit)
EEH-BOSRV-1	On	Microsoft Windows Server 2003 Standard (32bit)

Name	Powered	Guest OS
EEH-CERT01	On	Microsoft Windows Server 2016 (64-bit)
EEH-CLIC-1	On	Microsoft Windows Server 2016 (64-bit)
EEH-CTXAPP-02	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-CTXDDC-1	On	Microsoft Windows Server 2016 (64-bit)
EEH-CTXDDC-2	On	Microsoft Windows Server 2016 (64-bit)
EEH-CTXGOLD-1	On	Microsoft Windows Server 2016 (64-bit)
EEH-CTXGOLD-2	Off	Microsoft Windows Server 2008 R2 (64-bit)
EEH-CTXSF-1	On	Microsoft Windows Server 2016 (64-bit)
EEH-CTXSF-2	On	Microsoft Windows Server 2016 (64-bit)
EEH-CTXUAT-1	On	Microsoft Windows Server 2016 (64-bit)
EEH-DATA01	On	Microsoft Windows Server 2016 (64-bit)
EEH-DATASRV-2_restored	On	Microsoft Windows Server 2003 (32-bit)
EEH-DATASRV-TMP	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-DOASRV-1	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-dr2cloudVPN	On	CentOS 4/5 or later (64-bit)
eeh-iissrv-1.eastend.local	On	Microsoft Windows Server 2003 Standard (32bit)
EEH-IMSSRV-1	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-MAILSRV-2	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-NSVPX-1	Off	Oracle Solaris 10 (64-bit)
EEH-NSVPX-2	Off	Oracle Solaris 10 (64-bit)
EEH-ORCHSRVL-1	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-ORCHSRVT-1	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-ORCSMS-1	On	Microsoft Windows Server 2016 (64-bit)
EEH-PROFILE01	On	Microsoft Windows Server 2016 (64-bit)
EEH-PROXYSRV-1	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-SFTPSRV-1	On	Debian GNU/Linux 6 (64-bit)
EEH-SFTPSRV-2	On	Debian GNU/Linux 6 (64-bit)
EEH-SQLREP01	On	Microsoft Windows Server 2016 (64-bit)
EEH-SQLSRV-1_restored	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-TESTSRV-1	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-TESTSRV-2	On	Microsoft Windows Server 2016 (64-bit)
EEH-TMGSRV-1 DO NOT POWER ON	Off	Microsoft Windows Server 2008 R2 (64-bit)
EEH-TMGSRV-1_restored	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-V1APPSRV-1	On	Microsoft Windows Server 2016 (64-bit)
EEH-VCSA01	On	Other 3.x or later Linux (64-bit)
EEH-VDADSK-01	On	Microsoft Windows Server 2016 (64-bit)

Name	Powered	Guest OS
EEH-VDADSK-02	On	Microsoft Windows Server 2016 (64-bit)
EEH-VDADSK-03	On	Microsoft Windows Server 2016 (64-bit)
EEH-VDADSK-04	On	Microsoft Windows Server 2016 (64-bit)
EEH-VDADSK-05	On	Microsoft Windows Server 2016 (64-bit)
EEH-VEEAMPXY-1	On	Microsoft Windows Server 2012 (64-bit)
EEH-WEBIIS-1	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-WEBORC-1	On	Microsoft Windows Server 2008 R2 (64-bit)
EEH-ZVM01	On	Microsoft Windows Server 2016 (64-bit)
Win2k16 Template2	Off	Microsoft Windows Server 2016 (64-bit)
Z-VRA-eeh-vmsrv-5.eastend.local	On	Debian GNU/Linux 8 (64-bit)
Z-VRA-eeh-vmsrv-6.eastend.local	On	Debian GNU/Linux 8 (64-bit)
Z-VRA-eeh-vmsrv-7.eastend.local	On	Debian GNU/Linux 8 (64-bit)

## 4.4 Hardware Inventory

[illegible]

Device	Manufacturer	Type	Part	Version	Acquired
Desktop	Hewlett Packard	Desktop PC	C5X63EA	PRO 3500 MT	05/02/2013
Desktop	Hewlett Packard	Desktop PC	C5X63EA	PRO 3500 MT	05/02/2013
Desktop	Hewlett Packard	Desktop PC	C5X63EA	PRO 3500 MT	05/02/2013
Desktop	Hewlett Packard	Desktop PC	C5X63EA	PRO 3500 MT	21/03/2013
Desktop	Hewlett Packard	Desktop PC	C5X63EA	PRO 3500 MT	21/03/2013
Desktop	Hewlett Packard	Desktop PC	M3X11EA	ProDesk 400 G2	14/04/2016
Desktop	Hewlett Packard	Desktop PC	VW202ET	Compaq 6000 Pro	01/01/2018
Desktop	Dell	Desktop PC		Vostro 3470	19/12/2019
Desktop	Hewlett Packard	Desktop PC		EliteOne AIO	31/07/2020
Desktop	Lenovo	Desktop PC		V530 Tower	17/11/2020
Disk Storage	Hewlett Packard	SAN	Q8B38A	Nimble CS1000	13/05/2019
Laptop	Hewlett Packard	Laptop	A6E24EA	ProBook 4530S	19/04/2012
Laptop	Hewlett Packard	Laptop	1WY59EA	250 G6	18/09/2017
Laptop	Hewlett Packard	Laptop	1WY59EA	250 G6	02/08/2018
Laptop	Hewlett Packard	Laptop	1WY59EA	250 G6	02/08/2018
Laptop	Lenovo	Laptop	81HN00E0UK	V130	09/01/2019
Laptop	Hewlett Packard	Laptop	1WY59EA	250 G6	06/03/2019
Laptop	Hewlett Packard	Laptop	1WY59EA	250 G6	06/03/2019
Laptop	Lenovo	Laptop	81MD000JUK	Ideapad D330-10	06/03/2019
Laptop	Dell	Laptop		Latitude 3500	04/03/2020
Laptop	Dell	Laptop		Latitude 3500	04/03/2020
Laptop	Dell	Laptop		Latitude 3500	04/03/2020
Laptop	Dell	Laptop		Latitude 3500	04/03/2020
Laptop	Dell	Laptop		Latitude 3500	04/03/2020
Laptop	Dell	Laptop		Latitude 3500	04/03/2020
Laptop	Dell	Laptop		Latitude 3500	04/03/2020
Laptop	Dell	Laptop		Latitude 3500	04/03/2020
Laptop	Dell	Laptop		Latitude 3500	04/03/2020
Laptop	Dell	Laptop		Latitude 3500	04/03/2020
Laptop	Toshiba	Laptop	PT5A1E-18D05LEN	R50-EC-130	18/03/2020
Laptop	Toshiba	Laptop	PT5A1E-18D05LEN	R50-EC-130	18/03/2020
Laptop	Toshiba	Laptop	PT5A1E-18D05LEN	R50-EC-130	18/03/2020
Laptop	Toshiba	Laptop	PT5A1E-18D05LEN	R50-EC-130	18/03/2020
Laptop	Toshiba	Laptop	PT5A1E-18D05LEN	R50-EC-130	18/03/2020
Laptop	Toshiba	Laptop	PT5A1E-18D05LEN	R50-EC-130	18/03/2020
Laptop	Toshiba	Laptop	PT5A1E-18D05LEN	R50-EC-130	18/03/2020
Laptop	Toshiba	Laptop	PT5A1E-18D05LEN	R50-EC-130	18/03/2020
Laptop	Toshiba	Laptop	PT5A1E-18D05LEN	R50-EC-130	18/03/2020

Device	Manufacturer	Type	Part	Version	Acquired
Laptop	Toshiba	Laptop	PT5A1E-18D05LEN	R50-EC-130	18/03/2020
Laptop	Toshiba	Laptop	PT5A1E-18D05LEN	R50-EC-130	18/03/2020
Laptop	Acer	Laptop		TravelMate P215-51	28/03/2020
Laptop	Acer	Laptop		TravelMate P215-51	28/03/2020
Laptop	Acer	Laptop		TravelMate P215-51	28/03/2020
Laptop	Acer	Laptop		TravelMate P215-51	28/03/2020
Laptop	Acer	Laptop		TravelMate P215-51	28/03/2020
Laptop	Hewlett Packard	Laptop	7KP76ETR	650 G5	02/04/2020
Laptop	Hewlett Packard	Laptop	7KP76ETR	650 G5	02/04/2020
Laptop	Hewlett Packard	Laptop	7KP76ETR	650 G5	02/04/2020
Laptop	Hewlett Packard	Laptop	7KP76ETR	650 G5	02/04/2020
Laptop	Dell	Laptop		Inspiron 17	17/04/2020
Laptop	Dell	Laptop		Inspiron 17	17/04/2020
Laptop	Dell	Laptop		Vostro 3590	05/06/2020
Laptop	Dell	Laptop		Vostro 3590	16/06/2020
Laptop	Dell	Laptop		Vostro 3590	16/06/2020
Laptop	Dell	Laptop		Vostro 3590	16/06/2020
Laptop	Dell	Laptop		Vostro 3590	16/06/2020
Laptop	Dell	Laptop		Vostro 3590	16/06/2020
Laptop	Dell	Laptop		Vostro 3590	16/06/2020
Laptop	Dell	Laptop		Vostro 3590	16/06/2020
Laptop	Dell	Laptop		Vostro 3590	09/07/2020
Laptop	Dell	Laptop		Latitude 3510	17/09/2020
Laptop	Dell	Laptop		Latitude 3510	17/09/2020
Laptop	Lenovo	Laptop		V15 Ryzen 5	12/10/2020
Laptop	Lenovo	Laptop		V15 Ryzen 5	12/10/2020
Laptop	Dell	Laptop		Latitude 3510	30/10/2020
Laptop	Dell	Laptop		Latitude 3510	30/10/2020
Laptop	Dell	Laptop		Latitude 3510	06/11/2020
Laptop	Dell	Laptop		Latitude 3510	06/11/2020
Laptop	Dell	Laptop		Latitude 3510	06/11/2020
Laptop	Dell	Laptop		Latitude 3510	06/11/2020
Laptop	Dell	Laptop		Latitude 3510	19/11/2020
Laptop	Dell	Laptop		Latitude 3510	25/01/2021
Laptop	Dell	Laptop		Latitude 3510	22/02/2021
Laptop	Dell	Laptop		Latitude 3510	22/02/2021
Laptop	Microsoft	Tablet	GWL-00002	Surface Pro	03/08/2021
Laptop	Microsoft	Tablet	GWL-00002	Surface Pro	03/08/2021
Laptop	Lenovo	Laptop		V15	04/10/2021
Monitor	Samsung	Monitor	S22B220BW	22"	14/01/2013

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Device	Manufacturer	Type	Part	Version	Acquired
Monitor	Benq	Monitor	9H.L6VLB.QPU	GW2250	05/02/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GW2250	05/02/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GW2250	05/02/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GW2250	05/02/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GW2250	05/02/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GW2250	05/02/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GW2250	05/02/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GW2250	05/02/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GW2250	05/02/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GW2250	05/02/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GW2250	05/02/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GW2250	05/02/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GW2250	05/02/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GW2250	05/02/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GL2250	21/03/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GL2250	21/03/2013
Monitor	Benq	Monitor	9H.L6VLB.QPU	GL2250	21/03/2013
Monitor	Benq	Monitor	9H.L6XLA.DPE	GL2250M	09/12/2015
Monitor	Benq	Monitor	9H.L6XLA.DPE	GL2250M	07/01/2016
Monitor	Benq	Monitor	9H.L6XLA.DPE	GL2250M	07/01/2016
Monitor	Benq	Monitor	9H.L6VLA.TPE	GL2250	14/03/2016
Monitor	Benq	Monitor	9H.L6VLA.TPE	GL2250	26/05/2016
Monitor	Benq	Monitor	9H.Y0PLN.IBE	22" Widescreen LCD	25/09/2017
Monitor	Benq	Monitor	9H.L6VLA.TPE	GL2250	05/10/2018
Monitor	Benq	Monitor	9H.L6VLB.QPU	GW2250	05/02/2019
Monitor	LG	Monitor	27MK430H-B	27"	06/03/2019
Monitor	LG	Monitor	27MK430H	27MK430H	09/10/2019
Monitor	AOC	Monitor		22P1	28/07/2020
Network	Cisco	Router	C1921/K9	C1921	22/11/2013
Network	Cisco	Switch	WS-C2960 -24PC-S	C2960	22/11/2013
Network	Cisco	Switch	WS-C2960 -24PC-S	C2960	22/11/2013
Network	Cisco	Switch	WS-C2960 -24PC-S	C2960	22/11/2013
Network	Cisco	Switch	WS-C2960 -24PC-S	C2960	22/11/2013
Network	Cisco	Switch	WS-C2960 -24PC-S	C2960	22/11/2013
Network	Cisco	Switch	WS-C3750X -24T-S	C3750X	22/11/2013
Network	Cisco	Switch	WS-C3750X- 24T-S	C3750X	22/11/2013
Network	Cisco	Router	C1921VAM/K9	C1921	22/11/2013
Network	Cisco	Router	C1921VAM/K9	C1921	22/11/2013
Network	Cisco	Router	C1921VAM/K9	C1921	22/11/2013
Network	Cisco	Router	C1921VAM/K9	C1921	22/11/2013



Device	Manufacturer	Type	Part	Version	Acquired
Network	Cisco	Router	C1921-T1SEC/K9	C1921	22/11/2013
Network	Cisco	Access Point	AIR-CAP2602I -E-K9	2602I	05/03/2014
Network	Cisco	Switch	WS-C3750X -24T-S	3750X	27/03/2014
Network	Cisco	Switch	WS-C3650 -48PS-S	3650	09/09/2014
Network	Cisco	Access Point	AIR-CAP2602I -E-K9	CAP2620I	09/09/2014
Network	Cisco	Access Point	AIR-CAP2602I -E-K9	CAP2620I	09/09/2014
Network	Cisco	Access Point	AIR-CAP2602I -E-K9	CAP2620I	09/09/2014
Network	Cisco	Access Point	AIR-CAP2602I -E-K9	CAP2620I	09/09/2014
Network	Cisco	Wireless Controller	AIR-CT2504 -5-K9	CT2504	09/09/2014
Network	Cisco	Wireless Controller	AIR-CT2504 -5-K9	CT2504	09/09/2014
Network	Cisco	Router	CISCO3925 /K9	3925	09/09/2014
Network	Cisco	Router	CISCO3925 /K9	3925	09/09/2014
Network	Cisco	Switch	WS-C3650 -48PS-S	3650	09/09/2014
Network	Cisco	Access Point	AIR-CAP2602I -E-K9	2602I	03/11/2014
Network	Cisco	Access Point	AIR-CAP2602I -E-K9	2602I	03/11/2014
Network	Cisco	Access Point	AIR-CAP2602I -E-K9	CAP2620I	08/12/2015
Network	Cisco	Access Point	AIR-AP2802I -E-K9	AP2802I	12/04/2018
Network	Hewlett Packard	Switch	JH295A	OfficeConnect 1950	13/05/2019
Network	Hewlett Packard	Switch	JH295A	OfficeConnect 1950	10/06/2019
Network	Meraki	Access Point	MR33-HW	MR33	25/02/2020
Peripherals	APC	Automatic Transfer Switch		AP7721	15/01/2014
Peripherals	APC	UPS	SMX3000R MHV2UNC	SmartUPS 3000VA	30/09/2014
Peripherals	APC	UPS	SMX3000R MHV2UNC	SmartUPS 3000VA	30/09/2014
Plant	APC	UPS	SMT3000R MI2UC	Smart-UPS X 3000VA	22/07/2021
Printer	Hewlett Packard	Printer	CE712A	Color LaserJet CP5225dn	02/04/2012
Printer	Hewlett Packard	Printer	CE528A	LaserJet P3015DN	20/04/2012
Printer	Hewlett Packard	Printer	CM749A	OfficeJet Pro 8600	07/12/2012
Printer	Hewlett Packard	Laserjet	CE991A	M602N	30/10/2013
Printer	Hewlett Packard	Printer	CE529A#B19	LaserJet P3015X	12/09/2014
Printer	Hewlett Packard	Printer	CE529A#B19	LaserJet P3015X	30/10/2014
Printer	Hewlett Packard	Printer	CF116A#B19	LaserJet 500 M525DN	30/10/2014
Printer	Hewlett Packard	Printer	PHCGC29002	LaserJet Pro M402N	28/07/2017
Printer	Hewlett Packard	Printer	F2A70A	LaserJet M506X	02/03/2018

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Device	Manufacturer	Type	Part	Version	Acquired
Winterm	Wyse	Winterm	902175-02L	C10LE	01/02/2013
Winterm	Wyse	Winterm		C10LE	05/02/2013
Winterm	Wyse	Winterm	4DG9X	3020 T10D	23/03/2017
Winterm	Wyse	Winterm		S30	01/01/2018
Winterm	Dell	Winterm	3WMVY	3040	03/07/2018
Winterm	Dell	Winterm	3WMVY	3040	03/07/2018
Winterm	Dell	Winterm	3WMVY	3040	03/07/2018
Winterm	Dell	Winterm	3WMVY	3040	06/07/2018
Winterm	Dell	Winterm	3WMVY	3040	06/07/2018
Winterm	Dell	Winterm	3WMVY	3040	05/10/2018
Winterm	IGEL Technology	Winterm		UD3-LX	21/02/2019
Winterm	Dell	Winterm	4TP5V	3040	02/04/2019
Winterm	Dell	Winterm	4TP5V	3040	02/04/2019
Winterm	Dell	Winterm	4TP5V	3040	02/04/2019
Winterm	Dell	Winterm	4TP5V	3040	02/04/2019
Winterm	IGEL Technology	Winterm		UD3-LX	15/01/2020