ReLondon Tender Q & A

Ref: 2022/23 – 10 IT Services

Below is a list of clarification questions raised and ReLondon's responses.

Query	Response
What type of Microsoft 365 subscription is currently in place / use?	There are currently a mixture of Microsoft 365 Business Premium and Microsoft 365 E3 (plus a couple of exchange only licences) in use. We would like the licences to be reviewed and aligned to a single licence appropriate to our operation.
Would you be open to upgrading this (if required) to enable additional features (eg Zero Touch laptop deployments)?	Yes, depending on any cost implications.
Are users Cyber Essentials aware?	Not accredited.
Do you know what ReLondon's security posture is?	We would like the appointed contractor to work with us review and formalise our security posture.
Could you kindly advise on the budget for the above mentioned services you require	While it is not an absolute cap on fees, our expectation is that licence fees and support packages will be in the region of £28,500 per year to cover our current staff compliment of 40 users.
Do you have any specialist business line software?	All users have Slack installed on their laptops and a couple of users have Adobe software. All other software used is via the web. We use Zoho CRM (via the web), which links to our outlook email.
Do you augment the capabilities of Microsoft 365 using Azure hosted virtual machines, or platform services like Azure Files (serverless tiered storage)?	No. Not at present.
How much data is currently being stored in Sharepoint?	Approximately 850GB
Do you require any on-site support?	We do not anticipate that any on-site support is required on a day-to-day basis. However, the chosen supplier will be required to manage our hardware – so it is not inconceivable that on-site support would be required; for example, in setting up a new desktop docking solution in our office.
Dell E-Port dock replacement: Can you state what laptop models need to be supported by the replacement dock?	Currently we have a mixture of Dell Latitude E7450 and similar laptops which fit into the Dell Pro2X docking stations, and Dell Latitude 3301 which do not. In addition a small number of other, older, laptops are also used. Updating of our current stock of laptops will be required. All laptops are running Windows 10 Enterprise.
Telephony: you have stated that your intention is that when contractually possible you would	We are/were not aware that 07 mobile numbers cannot be ported the Teams telephony system. We will to seek to work with the chosen supplier to come up with a solution that will

like to migrate/port your existing mobile numbers to Teams, and then have users using either Teams Mobile or Laptop apps for calls. We don't believe that this is possible, as each Teams user would have to have a geo or non-geo number assigned to their Teams Phone System license, which couldn't be a 07 number. It would be possible, however, to forward mobile calls to the assigned number if that worked?	work for us. Though not ideal, if it proves impossible to port our current numbers, we may simply need to change them, or as suggested, have them forwarded to the new system.
Can you supply a full list of hardware currently being used	Currently we have a mixture of Dell Latitude E7450 and similar laptops which fit into the Dell Pro2X docking stations, and Dell Latitude 3301 which do not. In addition a small number of other, older, laptops are also used. Updating of our current stock of laptops will be required. All laptops are running Windows 10 Enterprise.
With regards to internet access, is the wi/fi access ReLondon use dedicated to your employees or is this shared with the whole building?	We have a dedicated wifi login for our users, which, we are advised, connects to a VLAN dedicated to us. This is provided and managed by our serviced office provider.
Is the connection firewall protected with Web filtering in place?	Our office provider advises that the connection goes through a "linux based firewall sitting on bespoke hardware".
How do you currently bill for Office 365 subscription?	Monthly via the service provider.
Are you looking to recycle current hardware?	Yes, (hoping to keep in use where possible)
How many servers are currently being used?	All data is on Sharepoint.
Could you confirm the budget mentioned of £40k, whether it's per year or the entire duration of the 2-year contract?	Contract Finder required us to propose a *minimum* figure for the contract – hence the figure of £40k, which is for the first two years of the contract. However, our expectation is that licence fees and support package costs will be in the region of £28,500 per year to cover our current staff compliment of 40 users.
Would you also consider a start-up MSP?	Yes, but we will require evidence of company and/or staff credentials and experience.
Do you have an asset list of the current laptops & docking stations?	Currently we have a mixture of Dell Latitude E7450 and similar laptops which fit into the Dell Pro2X docking stations, and Dell Latitude 3301 which do not. In addition a small number of other, older, laptops are also used. Updating of our current stock of laptops will be required.

Please confirm all are on Windows 10 or 11 Pro (or equivalent)	All laptops are running Windows 10 Enterprise.
Are the devices currently enrolled in any device management – such as InTune?	All device management is carried out by the current supplier, including most frequently remote access.
Is there any mail washing solution in use?	Yes.
Outside of M365, are any other cloud based apps in use (finance, CRM etc).	Yes, we use Xero (finance) Approval Max (work flow) Dext (invoice scanning), Zoho One (CRM and project management), Adobe, Slack.
Are the subscriptions held for M365, Sophos and Acronis owned by ReLondon or are they via your current MSP (i.e do they need transferring).	All subscriptions are managed by the current provider.
Are all webhosting, domain and DNS owned by ReLondon or provided as part of the current manages service provision?	Owned by ReLondon.
Do you have any service desk ticket metrics? Can you provide us with the breakdown of tickets into their respective priorities for the last year?	We do not have this information.
Can you please provide a breakdown of your licencing for Microsoft – Office and Windows.	There are currently a mixture of Microsoft 365 Business Premium and Microsoft 365 E3 (plus a couple of exchange only licences) in use. We would like the licences to be reviewed and aligned to a single appropriate licence type.
Do you have any Enterprise agreements in place with any other reseller or Microsoft directly?	All subscriptions are held by and managed by the current provider.
Which version of Acronis are you on?	Acronis Cyber Cloud
How many Sophos licenses do you have?	36
Assuming that the organisation has Dell laptops, can you provide us with the Model Number/ Serial number and if they are still in warranty? Which Dell Docking stations do you use? Can you please provide a Model Number?	Currently we have a mixture of Dell Latitude E7450 and similar laptops which fit into the Dell Pro2X docking stations, and Dell Latitude 3301. All of the Latitude E7450s are out of warranty. The 3301s are largely still in warranty as they have been bought in the past year.

Does the organisation currently run Windows 10 on the laptops?	Yes
Wifi – Can we assume that you have your own Wireless Access Point, which is then connected to a port that goes back to the Serviced Offices managed shared infrastructure switch, who manages this? Is it the Share Office Manager or does this belong to you?	Yes We have our own wifi login shared within the organisation only. I understand that this connects us to our own VLAN. The wifi and internet access is managed by the shared office provider.
Firewall – can we assume that you are using a shared internet firewall again provided by the Serviced Offices managed shared infrastructure?	Yes
Who is managing your mobiles with?	We are.
Are you using MDM platform if any?	No
Any other end point protection in place?	No
Do your users use any VPNs to access any services or is it just over the internet?	Just over internet. We intend to review our current mobile setup.
Can you provide a complete list of all the email domains mentioned?	Relondon.gov.uk Cematchmaker.com Londonrecycles.co.uk Lovnotlandfill.org Lwarb.gov.uk Resourcelondon.org

Currently how are your laptops provisioned? E.g.
    Manual builds
    SCCM
    InTune/AutoPilot
	Manual builds.

Do you currently have any servers onsite or are these already in Cloud? If in Cloud do you know if this is Azure?	No servers on site. All data is in SharePoint in the cloud (our machines are machines are Azure AD Joined).
What is the current Microsoft licensing? i.e. E3, E5 etc. If not E5, do you have the 'Telephony Add-On'?	There are currently a mixture of Microsoft 365 Business Premium and Microsoft 365 E3 (plus a couple of exchange only licences) in use. We would like the licences to be reviewed and aligned to a single appropriate licence type. No telephony add-on.

What is meant by 'migrating mobile numbers to Teams phones'? A) Does this mean that you would like Teams on the mobiles for messaging, as an extension of the desktop/laptop? B) Does this mean that you would like to be able to make external calls via the Teams client, from both Desktop/Laptop and Mobile?	Both A and B. We would like to migrate our current numbers into Microsoft Teams and allow calling (to external numbers) from laptops and mobiles and access to our systems via the mobiles.
Would you be willing to split the UC / Telephones project?	I am unsure of you meaning here. The telephones project will take place in late 2023 as a separate project.