**Further information for Tenderers:**

Servers:

* 2x standard D4s V4 virtual servers (AVD) and 2x Standard D2s v4 servers (ADS and App server) which are on a 3 year reservation.
* The virtual servers are comprised of: 2x AVD Hosts 1x App server 1x Domain controller linked to Azure AD.

Endpoints

* End user devices are managed by Intune with a hybrid domain setup, the domain is installed on the ADS server.
* Permenant staff are allocated Business premium licencing whereas Councillors are allocated Business Basic.
* Computers connect to the Azure network via an SSTP VPN which allows remote internal domain communications over the web.
* Applications are deployed via Intune policy rather than GPO (chrome, adobe reader, our remote agent etc)

**Questions from tenderers:**

*Q:I hope you don’t mind me reaching out. However, we were reviewing your tender and wanted to clarify the value of the contract figure of £30,000. Is this figure a monthly, annual, or 36-month contracted budgetary figure? If you could please let me know, that would help us immensely in compiling a response.*

*A:* The £30K figure is the three-year annual cost for the IT support element alone (£10K per year). All Azure and other monthly licence costs would then be on top of this.

*Q:* *Good Morning, I hope all is well.  We are working on our submission and would like to know if you have a total contract value Max for this tender?*

*A:* £30K for the support element across the three years (£10K per year). Appreciate the Azure element costs and licences will be on top of this.

Q&A:

1. Can you clarify volumes of tickets raised for the last year and the number of calls raised on a Saturday in the last year? Circa 20 tickets per month in the week / Saturdays no tickets raised as currently no support.
2. What is the level of support required to printers? Minimal support – Printer sometimes backup due to images being printed so external support to clear these jobs.
3. What are the scanners and what is the expected level of support? Minimal support – Trouble shooting if required.

1. The Draytek 800 device which is being used with the Museum touch screen, can you clarify if it is an access point? Yes this is an access point
2. What is being backed up with azure –
   1. is it just the servers / servers and M365 data?
   2. What is the volume and frequency of backup?
   3. What is their RTO (recovery time objective) / RPO (recovery point objective)?
3. Quantity of modems and routers with make model, if possible, can we have a network diagram for each site?
4. We notice that you have a Windows Server 2016, this operating system went end of life January 22, do you have an extended support on this operating system, if not do you plan to support to a supported OS?
5. Please can you clarify the release of MS Windows 10 Pro – version 21H2 goes end of life 13 June 23, if you are on 22H2 this goes end of life Oct 25? I believe the 22H2 as we had this licence agreed recently
6. Can you break down the IT hardware by the number of sites? We have three sites. 85% of items at one site.
7. Is there any form of WAN connectivity or do you use VPN Access or Azure to connect your sites together? VPN or Azure I believe.
8. You are asking for pricing for Azure pricing, are you paying directly or via a Cloud Service Partner? We need a breakdown of the specification and utilisation to be able to quote if you wish to transfer to us as your CSP.

Q&A:

|  |  |
| --- | --- |
| # | Requirement / Clarification Questions |
| 1 | “Use of LogMeIn to access offsite PC at Community Centre and A Team Depot for CCTV (not monitored).”  Would LTC accept replacing the Logmein software for our own standard remote access solution, at no additional cost? **Yes** |
| 2 | “Service Desk Support hours – 8:30-5 Mon – Fri. We are also open Saturdays 10:30-16:30.”  Our standard hours are M-T 8am-5.30pm and F 8am-5pm with a limited service currently on weekends. Can LTC please provide 12 months historic call volume statistics including the number of calls received/processed on Saturdays? **Saturday coverage would be desirable; However we do not currently have support during Saturdays and only a handful of issues across 12 months.** |
| 3 | “29 Desktops / Laptops (Mixture)”  Does this 29 Desktops/Laptop include or exclude the 15 councillor laptops? Can LTC please confirm? **The 29 EXCLUDES the 15 Cllr laptops** |
| 4 | With regards to the hardware, is LTC looking for a fixed price hardware maintenance contract (in addition to software support) for the hardware in section A? If so, can LTC provide further details of existing hardware warranty provision. If no, we can facilitate ad-hoc hardware replaced – please confirm what LTC’s expectations are here please. **Existing contract is for monthly maintenance costs plus support for staff. LTC would like similar to existing to ensure transparency for reporting.** |
| 5 | Can LTC please confirm their requirements around Service Management and service reporting. For example, a quarterly or monthly remote Teams meeting with our Account Manager/Service Delivery Manager with a summary report pack? **Quarterly service ticket report with 6 monthly account manager teams calls.** |

Q&A:

Please see the following clarifications:

Please could you confirm what exact Azure licencing is being paid for / **Azure Plan & Azure Reservations**

How much data is being backed up / **773GB (GRS)**

How much bandwidth is required / **Approximately** **40GB Egress**

Which VMs in the DSv4 range are you using / **2 x "Standard\_D4s\_v4" & 2 x "Standard\_D2s\_v4"**

How many hours per day you want them on for / **Unsure on this question. Offices are open mon-fri 08.00-17.30 sat 09.00-16.30**