

SSRO-C-134 ITMS DefCARS RFI CLARIFICATION QUESTIONS AND ANSWERS

Question Ref.	Date	Question	Answer
1	10/12/2024	<p>We would be interested in bidding for the ITMS part of this project. For the DefCARS portion, this is specialised and would require a separate provider. I would like to check if you are able to consider bids for ITMS only.</p>	<p>Yes we are able to consider bids for the ITMS alone. The SSRO is considering various options as set out in the RFI:</p> <ul style="list-style-type: none"> combine the ITMS (including SOC) and the DefCARS scopes of work under a single contract; or combine the ITMS (excluding SOC) and the DefCARS scopes of work under a single contract and procure a separate and independent SOC; or continue to procure the ITMS (including SOC) and the DefCARS scopes of work under two separate contracts; or procure the ITMS (excluding SOC) and the DefCARS scopes of work under two separate contracts and procure a separate and independent SOC; or procure the ITMS (excluding SOC) and the DefCARS scopes of work (excluding development tasks) in one contract and procure a separate and independent SOC and a separate contract for DefCARS development tasks.

We are seeking input from potential bidders on any or all of the above approaches.

2	11/12/2024		<p>We have seen your RFI and it aligns to our capabilities as an in-government IT supplier. We intend to submit an RFI response.</p> <p>As part of this we hope to provide some indicative costs, and in the document Appendix 1, Specification point 10 you mention your current Azure spend is £60k per annum. Can you elaborate on what this references? Is it the fee to Microsoft, does it include management, and is that Azure cost covering DefCARS and SSRO tenancies?</p>	<p>Yes, the fee for £60k is for our Microsoft Azure services and is paid to a Microsoft reseller. The cost only relates to the Cloud Solution Provider (CSP) program, Azure, consumption costs. We have a separate Azure DefCARS subscription. The list of the DefCARS services are set out in the RFI in the DefCARS Azure services table with the columns: ServiceFamily, ServiceName and Meter.</p>
3	17/12/2024	ITSM Practice	Does "SSRO" have a repository for all IT assets, associated documentation, SOP's and KBs etc.?	Yes
4	17/12/2024	ITSM Practice	Are the ITIL practices followed due diligently and are resources trained in the same?	Yes
5	17/12/2024	ITSM Practice	What are the collaboration tools currently in use by the "SSRO" (Ex. Sharepoint, Exchange) for file sharing, reporting etc.	Microsoft Exchange, Sharepoint, Microsoft Teams
6	17/12/2024	ITSM Practice	What is the frequency of change requests?	This is covered in Appendix 1 of the RFI
7	17/12/2024	ITSM Practice	Please provide the current ITSM tools and contact center tools.	These are provided by the ITMS supplier not internally
8	17/12/2024	ITSM Practice	Can you provide the volume of tickets/incidents for the past one year	<p>Tickets = 614 Incidents = 342 P1 = 0 P2 = 7 P3 = 335 Requests = 272</p>
9	17/12/2024	ITSM Practice	Can you please provide the number of staff currently supporting each tower - EUC, Infrastructure, SOC and Maintenance activities	The SSRO does not hold information on the numbers of staff assigned to each activity stream by our current suppliers
10	17/12/2024	General	Is SSRO open for hybrid model of staffing - Onshore/Offshore?	No
11	17/12/2024	General	What are pain points and the key objectives that SSRO wanted to achieve as a result of this RFP	To identify interest in the 5 different approaches and so determine the best method to use
12	17/12/2024	General	Are any major P1/P2 reported on the Infrastructure/OS/Database/Application layer ? If so kindly provide details and summary of P1/P2 ?	No

13	17/12/2024	General	What is the current monitoring tools and technologies used for Infrastructure/OS/Database/Application layer?	These are determined by the ITMS provider
14	17/12/2024	General	What are the key performance metrics that need to be monitored (e.g. CPU usage, memory usage, disk usage, network traffic)?	<p>Performance and availability monitoring of SharePoint, Proactive monitoring, alerting and response across the estate including Azure Services, Azure Active Directory, Azure DevOps environment, Exchange, Office 365, SharePoint, Teams, PowerBI, Servers. This will need to include Azure, M365 and end point activity such as Defender for Endpoint and Defender for Cloud or Cloud App Security</p> <p>The Supplier must demonstrate the arrangements against guidance in Good Practice Guide No. 13 – Protective Monitoring for HMG ICT against all 12 Protective Monitoring Controls (PMCs)</p>

15	17/12/2024	General	What are the current available SLA and KPI metrics which are defined and used in the "SSRO"?	<p>Service Level Agreement (SLA) Target:</p> <p>Telephones answered within 20 seconds 85%</p> <p>Chat request answered within 60 seconds 85%</p> <p>Telephone and Chat First Contact Resolution rate 85%</p> <p>Priority 1 Incident Resolution 4 hours 95%</p> <p>Priority 2 Incident Resolution 8 hours 95%</p> <p>Priority 3 Incident Resolution 72 hours 95%</p> <p>Service Requests Resolution 5 working days 95%</p> <p>Fast Service Request Resolution 1 working day 95%</p> <p>Incidents older than 30 days 1.5%</p> <p>Changes implemented successfully at first attempt 95%</p> <p>Security patches to be installed within 10 working days of release</p>
16	17/12/2024	General	What are the list of third party teams that have to be supported and are there defined SLAs for incidents pertaining to third party teams?	There are no third party teams that need to be supported
17	17/12/2024	General	Are there defined notifications and announcement templates in the "SSRO" for sharing details on outages, patching and scheduled maintenance activities?	Yes, these are provided by our ITMS supplier
18	17/12/2024	General	How frequently are patching and maintenance work scheduled in the landscape and is there a schedule associated for the same?	Monthly Microsoft patching, tooling in place with ITMS to patch other apps as updates are released
19	17/12/2024	General	Are there documents provided for the maintenance and schedule activities in the landscape?	Knowledge base maintained by ITMS provider
20	17/12/2024	General	What are the system admin activities expected?	This is a fully managed service so a full range of system admin activities covering all areas is required
21	17/12/2024	General	What will be the budget for this budget?	Part of this exercise is to establish an indicative cost for the project.
22	17/12/2024	Resourcing	Are all privileges maintained and available for the system admin?	Yes

23	17/12/2024	Resourcing	What are the office support activities required from associates in the "SSRO" office?	Primarily activities that cannot be undertaken remotely. Including hardware fault finding, configuration of laptops and iPhones
24	17/12/2024	Resourcing	What are the HQ and remote locations if any with related to the "SSRO"?	One office in central London and a small number of home workers
25	17/12/2024	Resourcing	Where are the current associates supporting the "SSRO" currently located?	Within the UK
26	17/12/2024	Resourcing	Is there a current offshore, onsite and onshore team setup in place? If so, what is the composition of the same?	No
27	17/12/2024	Helpdesk	What are the SLAs defined for the help desk personnel?	see answer to q13
28	17/12/2024	Helpdesk	Is there a dedicated VIP queue management as part of the helpdesk support?	Yes
29	17/12/2024	Helpdesk	What is the current defined response time for issues called?	The Service Delivery Plan
30	17/12/2024	Helpdesk	Is there a defined Service request and incident queue set in the "SSRO" landscape?	Yes
31	17/12/2024	Helpdesk	Is there a well defined KBs and categorization of issues and service requests in the "SSRO"?	Yes
32	17/12/2024	Helpdesk	Is there a defined First Contact resolution and First Contact Efficiency in the "SSRO"?	Yes
33	17/12/2024	Helpdesk	What are the tools used for connecting and working with the associates working in the "SSRO"?	These are provided by our current ITMS supplier
34	17/12/2024	Helpdesk	Are there debugging and remote support which are being used for the "SSRO" support team?	Provided by our current ITMS supplier
35	17/12/2024	Helpdesk	What are the other SLAs associated with the helpdesk and support L1 team?	Please see answer to q13
36	17/12/2024	Networking	Who are the network provider in the networking landscape in the "SSRO"?	We are in a managed Government office so have no network infrastructure of our own
37	17/12/2024	Networking	Please let us know the count of all Firewalls, Load balancers and Access points along with their make and model across all locations.	None
38	17/12/2024	Networking	Any recent tech refresh happened for switching/network layer? If so please share the details.	No
39	17/12/2024	Networking	Does the "SSRO" have a dedicated facility team for cabling and is the cabling all labelled and well maintained	No, we are in a managed Government office so have no network infrastructure of our own
40	17/12/2024	Networking	Does the "SSRO" maintain the inventory of routers, firewall and switches and are they validated regularly to ensure they are functioning and also well maintained and handled properly	No, we are in a managed Government office so have no network infrastructure of our own

41	17/12/2024	Networking	What kind of Firewall setup with necessary backup is setup?	We are in a managed Government office so have no network infrastructure of our own
42	17/12/2024	Networking	Is there a well defined network architecture agreed upon with the management?	We are in a managed Government office so have no network infrastructure of our own
43	17/12/2024	Networking	Does the "SSRO" have necessary setup to configure, stage and test WAN/LAN equipment, software, and services, prior to installation?	We are in a managed Government office so have no network infrastructure of our own
44	17/12/2024	Networking	Any major P1/P2 on the network layer ? If so details and summary of P1/P2 ?	We are in a managed Government office so have no network infrastructure of our own
45	17/12/2024	Infrastructure	Which packaging tool is used and what is the frequency of package being pushed to EUC?	Microsoft InTune
46	17/12/2024	Infrastructure	What is the Domain and Mail server that is currently utilized by SSRO?	SSRO.Gov.UK
47	17/12/2024	Infrastructure	Please let us know how many Physical servers are there in total to be supported?	none
48	17/12/2024	Infrastructure	If Virtualized, please let us know the Virtualization Platform currently in use.	Microsoft Azure
49	17/12/2024	Infrastructure	How many Virtualized server & VM's in total to be supported?	This is covered in Appendix 1 of the RFI
50	17/12/2024	Infrastructure	What are the OS (Ex. Windows/Unix/Linux) that the "SSRO"'s application runs on and provide their break-up in numbers?	Windows 11, 38 devices
51	17/12/2024	Infrastructure	Are the OS/DB/Application layer are up to date with the latest version and patch? If not please provide us the details which has reached its EOL and requires immediate attention.	Yes
52	17/12/2024	Infrastructure	Any recent lifecycle management happened for Virtual compute layer in last 6 months? If so please provide us the details.	No
53	17/12/2024	Infrastructure	Any recent lifecylce management happened for physical compute in last 6 months ? If so please provide us the details.	No
54	17/12/2024	Infrastructure	Is there a requirement for Backup/Storage administrators? If so, what are the backup and storage solutions that are currently in use?	This is covered in Appendix 1 of the RFI, Datto Backupify is the product currently in use
55	17/12/2024	Security	Is there any SIEM tool currently configured and used in "SSRO"	Yes, provided by our current SOC supplier.
56	17/12/2024	Security	Are there any EDR or XDR tool currently used in "SSRO"?	Yes, provided by our current SOC supplier.
57	17/12/2024	Security	What is the solution for Vulnerability Management currently used in "SSRO"?	Windows Defender for Endpoints

58	17/12/2024	Security	When was the last time VAPT was performed and what tool was used or any 3rd party organization conducted it?	September 2024 by a 3rd party organisation
59	17/12/2024	Security	Is your data (stored, transmitted or accessed by the organization), protected from unauthorized access?	Yes
60	17/12/2024	Security	Are your physical devices, IT systems, and software (that are both owned and not owned by the organization), been inventoried?	Yes
61	17/12/2024	Security	Does the "SSRO" install version updates to NIDS and NIPS software as required to maintain compliance?	Yes
62	17/12/2024	Security	Does the "SSRO" monitors firewall performance and availability	Yes
63	17/12/2024	Security	Does the "SSRO" have a well defined firewall infrastructure including software and hardware components are monitored at the recommended levels?	We are in a managed Government office so have no network infrastructure of our own. Software firewalls are deployed and monitored by SOC and ITMS security team.
64	17/12/2024	Security	Does the "SSRO" have specific Anti-Virus/Malware Services policies and requirements?	Yes
65	17/12/2024	Hardware	What hardware is placed across the locations and what kind of OEM support	Dell laptops with 3 year onsite warranty
66	17/12/2024	Hardware	How many hardware related issues /tickets generated in a week /month ?	Approximately 2 a year
67	17/12/2024	Hardware	What are the frequent hardware replacement across the environment ?	Laptops are replaced on a rolling 3 year cycle, iPhones when model is no longer supported by Apple
68	17/12/2024	Hardware	How many devices are under warranty and what are those devices?	All laptops in use are under warranty
69	17/12/2024	Hardware	What are the devices out of warranty ?	Laptops out of warranty are used as test laptops or emergency spares
70	17/12/2024	Hardware	What happen to devices when its EOL/any renewal process ?	They are disposed of securely through our ITMS to WEEE requirements
71	17/12/2024	Hardware	Are their any hardware changes in recently across the "SSRO" Landscape?	No
72	17/12/2024	Application Support	How many third party applications are there in the "SSRO" Landscape?	This is covered in Appendix 1 of the RFI
73	17/12/2024	Application Support	Are there any inhouse applications developed and maintained in the "SSRO" landscape?	No
74	17/12/2024	Application Support	Are there any SaaS applications developed and maintained in the "SSRO" landscape?	No
75	17/12/2024	Application Support	What kind of support and development activities are done in the "SSRO"?	This is covered in Appendix 1 of the RFI under Annex B

76	17/12/2024	Application Support	What are the SLAs and critical and standard applications in the complete "SSRO" landscape?	The SLA's are the same as the answer to q13, they are based on the priority ratings.
77	17/12/2024	M365 Services	What automations and integrations are in place for M365	None
78	17/12/2024	M365 Services	Do we have any third party tools integration with M365	No
79	17/12/2024	M365 Services	How currently Platofrom App's are being managed ?	None currently in use
80	17/12/2024	M365 Services	How the current billing issues are being handled ?	Through the third party reseller, Microsoft licences are not included within the ITMS contract
81	17/12/2024	M365 Services	What are the existing exchange online issues are in place ?	This question is not clear
82	17/12/2024	M365 Services	Are their any DLP policies are in place ?	Yes
83	17/12/2024	Azure	How many Azure Tenants are in place ?	This is covered in Appendix 1 of the RFI
84	17/12/2024	Azure	Any onpremise integrations with Azure ?	No
85	17/12/2024	Azure	Any extension of the environment ?	No
86	17/12/2024	Azure	How the Azure Policies and Governance are in Place ?	This question is not clear
87	17/12/2024	Azure	What is the current deployment strategy (IAC etc)	DevOps is used for Agile deployments in the DefCARS environment
88	17/12/2024	Azure	Any sentinel is in Place ?	No