

Question number	Question detail	Response
1	What IT capability is required to remain within Shire House?	Within the Shire House there will be the need for a separate WiFi internet access for room hire users of the Shire House Complex (within the Suite and the first floor) and some internal phone lines (Suite and House Entrances).
2	Will existing networking and security devices (firewalls) also require replacement as part of the solution?	Yes, all software on the server will need replacing. Apart from some packages that are currently use.
3	Can you confirm the current versions of office and operating system currently in use?	We will require new versions of Office for each machine, and potentially new machines dependant on the required specifications. A detailed list of PCs, operating systems and Applications required will follow.
4	For the existing onsite server, can you confirm the operating system level?	
5	Does the council have access to administer the current Office 365 environment for email, or can you confirm this access will be granted to the winning bidder?	All email requirements are managed by the IT support provider.
6	Please can you confirm how the remote access solution currently in place works?	VPN
7	Can you confirm how many secure members tablets are in scope for ongoing support, and are they in addition to the 15 Democratic office staff?	There are 16 Councillors with tablets in addition to the office staff.
8	Can you confirm if data encryption requirements included any databases, or just local system and file based encryption?	Compliant with all legislation.
9	We can offer a full data security and data management service in line with the council's requirements beyond basic Anti-virus and network security, including staff training, risk based approach, Cyber Essentials etc. In this regard, could you provide more detail on your requirements in this regard?	Please supply your own recommendation.
10	We have noted that you have a payment card terminal. Can you confirm if this is connected via telephone line or to the existing	Network Connection

	network, either via cable or WiFi?	
<b>11</b>	With regards to processing card payment information, can you confirm the current PCI DSS status and certification level?	We are PCI compliant.
<b>12</b>	Can you confirm any requirements for web filtering?	
<b>13</b>	Regarding data cabling and a suitable location for a data rack/comms cabinet, we are working on the assumption that 2 data points per staff member will be required (one for PC, one for phone) plus additional points for WiFi access points, printers and the card payment terminal. To this end, and to accommodate further growth and changes, we recommend a total of 48 data cabling points are provisioned – can you confirm this is in line with council requirements?	Please supply your own recommendation with reasoning.
<b>14</b>	Is there an opportunity to setup a scoping call to go over the questions and assess further detail prior to submitting a bid?	Yes, however all answers/information provided will be provided to all companies via Contracts Finder
<b>15</b>	Can you confirm the requirements for WiFi in Shire Hall for democratic staff?	The WiFi within the Shire Hall is for customers and therefore would also need to be separate /secure.
<b>16</b>	Can you confirm current Service/support SLA's?	We would expect a new support service to exist with the contractor going forward.
<b>17</b>	Can we see a ticket extract for incidents and requests for the past 6 months? This is to enable us to 'right size' the support solution	
<b>18</b>	Is there a requirement to support room hirers with access to WiFi?	No
<b>19</b>	Can you confirm license expiry dates for the current Anti-Virus solution, and the solution currently in place?	Not relevant.