

Q. Are you able to supply an indication of how many third line tickets were logged from your IT team to the current supplier?

A. We don't have any formal reports to obtain these numbers from, but as an indication the IT team has only submitted 5 requests in the last 3 months. As a general rule the number of incident requests is low.

**Q. Could you please confirm the amount of Microsoft 365 licences you have and if possible which types? i.e Business/Standard or E3 etc.
What level M365 licencing are you using?**

A. We have a mix of Microsoft 365 licenses. Currently, we have 90 365 Business Standard and 518 Office E2 licenses. This includes a number of legacy accounts which will not require support moving forwards and so this number will shrink. We would estimate there are around 250 active E2 licenses which brings us up to our circa 350 user base.
There are also a very small number of licenses for things like Project PowerBI and Dynamics.

Q. Can you advise if you are using Mac OS or windows operating systems?

A. We are using exclusively Windows operating systems.

Q. Are you using your free Azure credits?

A. Yes, we are currently on the free version of Azure.

Q. Could you confirm if this budget is per year or for the full 3-year term?

A. This budget is for the full 3-year term.

Q. Could you confirm how this figure has been calculated?

A. We took our existing costs for the existing agreement and adjusted for inflation and added some additional budget in to allow for increased levels of service.

Q. Could you confirm if you have an existing provider already providing this same level of service as requested in the tender specification for this budgeted amount?

A. We currently have an existing provider who are providing similar levels of service to what is being requested in the tender specification for under the budgeted amount. The specified requirements in this tender reflect a slight increase to the service levels that we currently have as we are also looking for strategy and infrastructure development advise and support.

Q. Could you confirm that if all the bids received are much higher than this budget amount then the award will still be made to the highest-scoring bidder as a Most Economically Advantageous Tender evaluation?

A. If all bids are significantly higher than the budgeted amount then we will likely need to review the budgeted amount and tender specification before adjusting and re-tendering as necessary. We will be unable to proceed with significantly higher bids as budget may not be available to support this.

Q. Could you confirm that all the equipment listed in Section 5 – infrastructure is fully supported by the direct manufacturer extended hardware warranties and the dates that these currently run until.

A. Some of our devices are no longer in manufacturer warranty or extended warranty periods. A breakdown can be found below:

All HP Server hosts are in manufacturer warranties until 2025.

Dell EMC SAN is out of extended warranty in January 2023 and we are therefore looking to replace this.

Q-Logic SANbox' are out of warranty.

All Synology Rackstations are out of original manufacturer year warranty but the drives are covered until 2024.

Fortigate firewalls are in warranty and support is renewed for these yearly.

All Extreme switches are out of warranty but are being replaced with new Aruba units.

Backup QNAP NAS is out of warranty.

Backup QNAP SAN is out of warranty.

Q. Is this a 7 days a week or a 5 day a week?

A. 7 days a week cover.

Q. What hours of cover would you want?

A. Ideally 24/7 cover. Our core business hours are approximately 08:00-18:00 but 24 hour helpdesk cover would be ideal for emergencies monitoring and out-of-hour support where required.