RFT for ICT Managed Service

This document contains all responses to questions raised on the tender issued on 18th May 2026, many of which have been incorporated into the new RFT where appropriate. All clarification questions to the latest RFT will be answered through a separate document.

No.	*Question*	*Response*
1	Please confirm where the current Windows Server 2019 Domain Controller/File Share server and Remote Desktop Server are hosted, including whether they are located on-premise, in Ekco's hosted cloud environment, Azure, or another datacentre/cloud platform	All current managed AsIAm servers reside in the Ekco datacentre.
2	Please confirm whether tenderers are expected to take over the existing Ekco-hosted server infrastructure during transition, or whether a proposed replacement cloud-first Microsoft 365 architecture is acceptable provided service continuity is maintained.	Tenderers are not expected to take over the existing Ekco-hosted server infrastructure. A proposed replacement is acceptable provided service continuity is maintained.
3	Please confirm whether Microsoft 365 licence pricing should be quoted on a monthly commitment basis from the contract start date, in line with the note that AsIAm is switching to monthly commitment from June 2026 onwards, or whether tenderers should also provide annual commitment pricing as an option.	Tenderers may provide either monthly or annual commitment options whichever represents the most cost-effective solution whilst meeting the needs of the organisation as detailed in Appendix 1.
4	(a) Do the implementation costs called out in section 5.1 (i.e. all implementation services) need to cover all of the phases (1-5) in Section 3 (Implementation Programme) (b) Are the timelines presented for each phase just examples or are they representations of a plan that has already been scoped?	(a) Yes. (b) The Gannt Chart and subsequent descriptions in Section 3 indicate the sequence of the work programme and the expectation that there will be some overlap and that the AsIAm and service provider teams will be part-time on the project,

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		reflecting the resources that AsIAm can devote to the project. While a shorter timescale might be proposed, a plan that is overly demanding on AsIAm resources will not score so well.
5	Can the Contracting Authority confirm required incident response and resolution SLAs	AsIAm does not have set SLAs. The SLAs should be appropriate to AsIAm's environment. Tenderers' proposed SLAs will be assessed as part of the evaluation.
6	What is the expected level and frequency of onsite support	Onsite support will only be required rarely but tenderers must be capable of providing onsite resources within response times commiserate with the severity of the problem.
7	Will the incumbent MSP support full knowledge transfer and documentation handover	Tenderers should assume reasonable cooperation from the incumbent.
8	Is the MSP expected to provide active security monitoring (SOC/SIEM) or manage existing controls only	The RFT does not require the provision of a SOC or SIEM service. Appendix 1, section 1.8 sets out the required security controls, including vulnerability scanning, incident detection, dark web monitoring and zero-trust enforcement. Tenderers may propose SOC/SIEM services as an optional enhancement but such services are not mandatory and are not required to submit a compliant tender. If offered, pricing for SOC/SIEM should be included in the Optional / Drawdown Services section of the Pricing Schedule (Appendix 2).
9	What is the expected level of responsibility for telephony platform management	Appendix 1, section 1.6 states that the MSP is responsible for: "Management of Teams-based telephony" including IVR, call routing and call recording. Tenderers should therefore assume responsibility for day-to-day administration, configuration, troubleshooting and vendor liaison for the Teams-integrated telephony platform.

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10	Are there planned infrastructure upgrades that must be included in pricing	No specific upgrades are mandated in the RFT, so tenderers need not include any in their pricing.
11	How will changes in user numbers or service demand be handled under the fixed pricing model	Appendix 1, section 0.7 sets out the anticipated growth in users, devices and service volumes. Tenderers should therefore: • Base pricing on the volumes provided in Appendix 1, section 0.6 • Clearly state the mechanism for adjusting pricing as user numbers increase (e.g., per-user, per-device, or tiered pricing) Any such mechanism must be transparent, predictable and consistent with the Pricing Schedule.
12	Should all implementation phases be fully committed in pricing or treated as conditional	All phases must be priced, as required by Appendix 1, section 3. However, the RFT states: “AsIAm may change the timing or sequence of phases and this does not represent a commitment to go ahead with all phases.” Therefore: • Pricing is required for all phases, • Execution of phases is not guaranteed, • AsIAm may draw down phases at its discretion.
13	Are there defined RPO/RTO targets for backup and disaster recovery	No specific RPO/RTO values are prescribed. Appendix 1, section 1.2(f) requires: “Backup and recovery management including disaster recovery within agreed defined RPO/RTOs.” Tenderers should therefore propose appropriate RPO/RTO targets based on best practice for Microsoft 365, cloud services and AsIAm’s operational profile.

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14	Are there any specific compliance frameworks beyond GDPR and cyber essentials that must be supported	The RFT does not mandate any additional frameworks. Appendix 1 references: GDPR, Cyber Essentials and alignment with recognised standards such as ISO/NIST principles. Tenderers should therefore ensure compliance with GDPR and Cyber Essentials (or equivalent) and propose alignment with broader standards as part of good practice but no additional certifications are required.
15	Referencing 3.1 Phase 1, are there any known critical issues currently?	No. There are no known critical issues since our last Gap Analysis with current provider.
16	What applications, excluding the MS365 suite, if any, are in use currently on the RDS server.	RDS server primarily uses MS365 suite. The only other application that is used would be PDF reader (Foxit in this case but any will do.). Everything else is browser-based.
17	Can we clarify the storage usage on the servers: • The DC/Fileserver is listed as having 400GB storage with 407GB in use. • The RDS server is listed as having 926GB storage with 1800GB in use.	The DC server hosts the main storage for all of AsIAm including what is classed as the shared drive that is accessed via the RDS. • DC server: C: 100GB 49GB in use. This is used for user server install and basic data for users but not storage of user data itself. • D: Data, 407GB 544MB free. This is used for the shares for all of AsIAm. • RDS: 1.10TB, 16.9GB free. This holds AsIAm users' individual data.
18	Of the storage in use can we get a breakdown of live data in use versus data that could potentially be archived. What is the total number of files in the live data?	This information is not available as it would require a full audit of the data held. Tenderers should assume that no data can be archived.
19	Regarding Appendix 1 section 1 sub section 1.1 (b) in relation to the asset register, what is currently been used and how is this maintained.	We do not have a comprehensive register of the ICT equipment at present. It will have to be built and maintained by the MSP. How tenderers propose to do so is of interest.
20	The declaration section A.6 is the contracting authority ok for this to be submitted as a separate appendix and leave page 8-10 blank or	There is no need to sign or submit Appendix 6 (Confidentiality and Data Processing Agreement) with or as part of the TRD.

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	will you accept a full PDF scanned version of the TRD with the declaration form signed and completed?	However, tenderers are required to accept the Agreement as one of the conditions in the Tenderer's Statement (Appendix 3), a signed copy of which must be submitted with the TRD in the format set out in section 2.3.2 of the RFT.
21	Are all the devices currently Entra joined or domained joined or workgroup?	The majority of devices are Azure AD-joined and the remaining being Active Directory-joined. There are also four devices listed that are not joined at present.
22	In regard to the Pricing schedule workbook and the recurring cost total appears to leave out Year 6. On the "2. Total Cost Summary" tab, the recurring cost total in cell H7 uses the formula =SUM(B7:F7), which covers Year 1 to Year 5 only. The Year 6 recurring figure is held in cell G7 (linked to "3. Recurring Costs" cell V49) but is not picked up by H7. As a result, the Year 6 recurring cost is left out of the "Total Supply & Support Cost (excl. VAT)" in cell H12, which is the figure that tenders are scored on. Because the tab is marked "Do NOT change", tenderers are not able to correct it. Please confirm: (a) whether the evaluated recurring total is meant to include all six years of recurring cost; (b) if so, whether a corrected Pricing Schedule will be reissued to all tenderers; and (c) how tenderers should treat the Year 6 recurring cost in the meantime, so that every bid is evaluated on the same basis.	Thank you pointing this out. A revised Pricing Schedule which corrects this issue has been loaded in the CfT Documents folder ("AsIAm ICT Services RFT Appendix 2 (Pricing Schedule) revised"). The Total Cost Summary will now capture all six years' costs.
23	In regard to the Pricing schedule workbook and the Discount line sits outside the total formula. On the "3. Recurring Costs" tab, each yearly "Total Recurring Costs" figure in row 49 uses the formula =SUM(...23:...46). The "Discount"	Thank you pointing this out.

No.	*Question*	*Response*
	line in row 47 sits below this range, so any amount entered against it is neither added to nor taken from the recurring total and never reaches the scored figure. Please confirm how the Contracting Authority would like any discount (for example a not for profit or charity discount) to be applied so that it is captured in the evaluated cost: (a) by reissuing the template with the row 49 total formula amended to deduct the Discount line; (b) by tenderers building the discount into the individual priced line items in rows 23 to 46 and leaving the Discount line blank; or (c) by another method that the Authority prefers.	A revised Pricing Schedule which corrects this issue has been loaded in the CfT Documents folder ("AsIAm ICT Services RFT Appendix 2 (Pricing Schedule) revised"). The Discount line is now active and any discounts will be deducted form the quotes cots for each of the six years' costs. (Note: any discount amount should be entered as a positive figure, not with a minus (-) sign).