

Clarifications

MI-CFT26-038 - Video Conference Equipment & Associated Services.				
No.	Date	Questions	Date	Answers
1	06/10/26	Support scope for existing equipment: Please confirm whether support for the eight retained rooms is to cover all equipment listed in Appendix 1, including third-party cameras, audio processors, microphones, amplifiers, speakers, control systems and network switches. Are existing displays and associated cabling also included?		The scope of support is limited to the equipment listed in Appendix 1 and does not include displays and associated cabling.
2	06/10/26	Existing warranties and replacement costs: Some items in the equipment schedule have warranty expiry dates that have already passed or will fall within the proposed contract term. Should tenderers include the cost of repairing or replacing these items within the annual support charge, or will these costs be subject to separate approval? Where available, is renewed or extended OEM cover required for all retained equipment?		Where available, the Marine Institute may elect to renew OEM manufacturer warranties for supported equipment. The cost of replacement hardware, parts, or manufacturer warranty renewals is outside the scope of the support contract and will be borne by the Marine Institute. The successful contractor's responsibilities shall include fault investigation, troubleshooting, issue diagnosis, coordination and liaison with the OEM or manufacturer, management of support cases, and oversight of the resolution process through to completion. The contractor shall provide reasonable assistance in facilitating warranty claims and replacement processes but shall not be responsible for the cost of any replacement hardware or OEM support services.
3	06/10/26	Condition of the retained systems:		All equipment included within the scope of this contract is currently fully operational and supported under an existing

		Are all eight retained systems currently fully operational? Please advise of any known faults, recurring issues or outstanding remedial work. If available, an indication of support call volumes over the past 12 months would assist in planning the service.		support arrangement. The Marine Institute is not aware of any unresolved faults, defects, or performance issues affecting the equipment at the time of tender publication.
4	06/10/26	Service hours and onsite attendance: The documents refer to both “9×5” support and service hours of 9am–5pm, Monday to Friday, excluding bank holidays. Could you please confirm the required hours, the cut-off time for next-business-day onsite attendance, and whether the critical-outage target requires onsite attendance or restoration of service by the next business day?		The required support hours are 9:00am to 5:00pm, Monday to Friday, excluding public and bank holidays . For incidents requiring onsite attendance, the expectation is that onsite support will be provided by the next business day where remote resolution is not possible. No specific same-day cut-off time applies; however, vendors should use reasonable endeavours to diagnose and address issues remotely in the first instance.
5	06/10/26	Replacement and loan equipment: Where an immediate permanent repair is not possible, would a temporary replacement providing core Teams meeting functionality be acceptable while an OEM repair or replacement is arranged? Is a dedicated stock of spare equipment required?		Advanced replacement or loan equipment service is not a mandatory requirement under the contract. However, any additional value-added services offered in this area, such as the availability of temporary replacement equipment, loan devices, advanced replacement arrangements, or access to local spare stock, may be considered as part of the overall qualitative appraisal of the tender response, where such offerings provide enhanced service resilience and reduced downtime.
6	06/10/26	Access and technical handover: Will the appointed contractor receive the existing system documentation, configuration backups, editable control-system programming files, administrator credentials and access to relevant management platforms? Will a handover from the current support provider be available?		The contracted vendor will be provided with relevant documentation on the existing video conference estate. Attended remote and onsite access will be facilitated by Marine Institute IT Operations personnel, however external parties will not have unattended access to Marine Institute infrastructure or credentials.

7	06/10/26	Licensing and remote management: Please confirm which Microsoft Teams Rooms and OEM management/support licences are currently held, their expiry dates, and whether these will continue to be supplied by the Institute. Which additional licences or renewals should tenderers include, and are there any restrictions on remote support tools or cloud-based device management?		All video conferencing rooms are currently licensed with Microsoft Teams Rooms Pro for EDU subscriptions, which are procured through the Marine Institute's Microsoft Campus Agreement and will continue to be supplied by the Marine Institute. Any additional licences required to support a proposed solution should be clearly identified and separately priced. The Marine Institute does not require tenderers to include OEM management licences unless specifically required by their proposed support model.
8	06/10/26	Room requirements and site surveys: The room descriptions indicate up to ten participants, while some drawings appear to show additional seating. Please confirm the maximum seating capacity to be supported in each replacement room and whether Newport's projector must be integrated. Would it be possible to arrange site surveys before the tender deadline?		The number of seats displayed in room schematics are not an indication of room capacity. Vendors should work to the capacity indicated in the meeting room floor plans. A 75" TV is available for use with the Video conference equipment in the Newport primary meeting room (projector not used with VC). A site survey will be facilitated for the preferred vendor following tender evaluation and as part of the contract negotiation phase. It is not possible to arrange site surveys in advance of the tender deadline.
9	06/10/26	Delivery and commissioning deadline: Does the requirement for delivery by 31 December 2026 refer to equipment supply only, or must installation, commissioning, acceptance testing and training also be completed by that date? Please advise of the anticipated award date and any restrictions on installation access.		Equipment must be delivered prior to 31st December. Installation can be scheduled for early 2027 if required. It is anticipated that award will be made w/s 26/10/26.
10	06/10/26	Pricing schedule calculations and evaluation period: In the Cost Table, the year-one and year-two support totals appear to sum rows 26–29 only, while the year-three total		UPDATED - MI-CFT26-038 - Appendix 2 Pricing Schedule.xlsx provided

		sums rows 26–37. These formulas appear to omit some available cost lines. Could a revised pricing schedule please be issued, and could you confirm whether the evaluated contract price includes all five years of support, including the optional extensions?		
11	06/10/26	Optional extension pricing: If the CPI adjustment option is selected, what assumption should tenderers use when entering anticipated costs for years four and five, so that submissions are evaluated on a consistent basis?		For evaluation purposes, tenderers should apply an assumed annual CPI increase of 3% when calculating anticipated costs for Years 4 and 5, if the CPI adjustment option is selected. This ensures that all submissions are assessed on a consistent basis.
12	06/10/26	Draft contract retention provision: The retention provision in Schedule A, clause 5F, contains placeholders for the retention amount and maximum percentage. Could you please confirm the figures intended to apply?		This can be discussed and agreed with the preferred tenderer during contract negotiation.
13	06/10/26	Please confirm that tenderers should present their responses to Criteria 4 (Technical Solution), 5 (Implementation Migration) and 6 (Support Managed Services) in the tenderer's own response document, structured under the headings and order set out in Part 3 and Appendix 1, as no response template has been provided. Please also confirm: 1. Whether any page or word limit applies to each criterion. 2. Whether supporting material (CVs, certifications, case studies, OEM accreditations) may be submitted		No word or page limit applies. Tenders should ensure that they comprehensively address each of the award criteria specified in section 3.3

		as appendices, and whether these count towards any limit.		
14	06/10/26	We noticed that there is no Tender Response Document with the tender pack. Are vendors permitted to use their own response format or do they have to adhere to subsection 2.2.1 (b)? The latter approach may be less intuitive and potentially confusing. Please advise.		Tenderers should follow the format defined in 3.3.1 addressing each of the specified award criteria.
15	08/10/26	Support scope: Criterion 6 refers to supporting a mixed-vendor meeting-room estate. Please confirm whether the ongoing support and maintenance over the 60-month term covers only the four rooms being refreshed, or the eight existing Logitech rooms as well.		The support will cover the entire Video conference estate ie the 8 existing rooms and 4 new deployments
16	08/10/26	Room details: Could you provide the sizes and layouts of the four rooms, and confirm whether cabling, displays, mounting or other AV works are in scope, or whether existing displays and infrastructure will be reused?		Please see appendix 4 VC meeting room floor plans which provides diagrams including measurements. The scope of support is limited to the equipment listed in Appendix 1 and does not include displays and associated cabling.
	08/10/26	Vendor preference: Does the Institute have a preference for a single vendor across the estate, to align with the existing Logitech rooms, or will alternative Microsoft Teams Rooms certified solutions be evaluated equally?		All solutions will be evaluated based on the criteria detailed in Section 3.3
	08/10/26	Criterion 5 references: Please confirm whether the three comparable Microsoft Teams Rooms deployments may include projects delivered by a named subcontractor or partner forming part of the tender response.		Please see Appendix 3 Goods & Services Contract in relation to the terms and conditions associated with the use of subcontractors.
	08/10/26	Marking scheme: The RFT refers to "60 marks" for quality in one place, while the scoring table shows 600 marks (technical 300,		The maximum score available is 1000, with 600 marks allocated to qualitative criteria and 400 to cost.

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