



**HCC GROUP
INCORPORATING
HYBU CIG CYMRU – MEAT PROMOTION WALES
AND
EIDCYMRU**

**INVITATION TO TENDER FOR THE
PROVISION OF
OUTSOURCED IT SUPPORT SERVICES
DETAILED SPECIFICATION**

Latest Return Date: 13.00 on Tuesday 14 July 2026

1 Introduction

1.1 Hybu Cig Cymru Group (HCC Group) incorporates:

1.1.1 Hybu Cig Cymru-Meat Promotion Wales (HCC)

1.1.1.1 **Office Location:** Ty Rheidol, Glan yr Afon Industrial Estate, Llanbadarn Fawr, Aberystwyth, SY23 £FF

1.1.1.2 **Status:** Owned Premises

1.1.1.3 **Future Plans:** HCC are exploring a potential move as a tenant to Welsh Government Offices, Rhodfa Padarn, Llanbadarn Fawr, Aberystwyth, SY23 3UR with a view of selling the current premises. No certain timescales as yet.

1.1.2 EID Cymru (EID) [subsidiary of HCC]

1.1.2.1 **Office Location:** Welsh Government Offices, Rhodfa Padarn, Llanbadarn Fawr, Aberystwyth, SY23 3UR.

1.1.2.2 **Status:** Tenancy Arrangement (10-year lease effective July 2025)

1.2 Staffing numbers and locations at commencement of contract are likely to be as follows, but subject to change:

Entity	Location	Headcount
HCC	Ty Rheidol, Aberystwyth	25
EID	WG Offices, Aberystwyth	26
EID (TUPE)	Caernarfon (from 01-11-2026)	4
	Total	55

1.3 Please use the above figures for the purpose of costing your tender response providing separate costings for HCC (25) and EID (30). Contracts and billing to be by individual entity.

1.4 HCC Group seeks to procure effective IT Support Services provision via a suitably qualified and experienced supplier who will be responsible for installing / implementing, supporting, maintaining, monitoring, and managing an IT infrastructure as part of a comprehensive and fit-for-purpose service that:

1.4.1 is easy to manage and administrate;

1.4.2 provides service and contract deliverables quickly and efficiently;

1.4.3 proactively adds value through advice and recommendations to ensure that the HCC Group maintains proportionally effective standards in information / cyber security and data management;

1.4.4 proactively and routinely monitors the HCC network;

1.4.5 provides flexibility to the HCC Group with respect to future requirements and business growth;

1.4.6 is cost-effective from the date of Contract award and as the HCC Group grows; and

1.4.7 manages and/or coordinates with related and relevant third-party providers and vendors, as required in each instance.

- 1.5 The HCC Group has limited in-house knowledge and expertise relating to IT matters and is therefore reliant on outsourced expertise; the successful Supplier is expected to operate as an extension to the HCC Group team, providing timely and expert advice via an open and collaborative working arrangement.
- 1.6 The proposed Contract length is an initial 36-months, with the option to extend up to a further 24-months in separate 12-month instalments at the sole discretion of HCC Group.
- 1.7 For the avoidance of doubt, in this context the HCC Group considers Outsourced IT Support Service to include, but not be limited to, the following:
 - 1.7.1 end user support;
 - 1.7.2 service / help desk;
 - 1.7.3 new user setups (laptops) / onboarding;
 - 1.7.4 system integration;
 - 1.7.5 system installation;
 - 1.7.6 project management;
 - 1.7.7 training, guidance and advice;
 - 1.7.8 security management, including supporting HCC and EIDCymru with its annual reaccreditation of Cyber Essentials and Cyber Essentials Plus; and supporting HCC in achieving IASME Cyber Assurance Level 1 (Annually) and Level 2 (every 3 years);
 - 1.7.9 proactive network monitoring;
 - 1.7.10 hardware asset management (HAM);
 - 1.7.11 software asset management (SAM); and
 - 1.7.12 network infrastructure management services.
- 1.8 Note that the list above is provided for indicative purposes only and is not to be considered an all-encompassing or exhaustive list of HCC Group Outsourced IT infrastructure Support Services requirements.
- 1.9 As an indication, the desired outcomes for the successful delivery of the Outsourced IT Support Services contract are:
 - 1.9.1 an open and collaborative arrangement that ensures timely and effective service provision;
 - 1.9.2 adherence to agreed KPIs / SLAs for service provision such as ticket resolution and new starter set-ups (etc);
 - 1.9.3 proactive support and best practice guidance with regards to the information and cyber security arrangements in place to secure the HCC Group network;
 - 1.9.4 effective supporting management and governance arrangements in place to enable the escalation of issues / outstanding requests (etc); and
 - 1.9.5 the provision of a fully realised and effective outsourced service that operates as a direct extension to the internal HCC Group team.
- 1.10 The stakeholders directly involved in the successful delivery of the Outsourced IT Support Services arrangement are:
 - 1.10.1 The successful Supplier;
 - 1.10.2 The HCC Head of Finance and Corporate Governance;

- 1.10.3 The HCC Corporate Governance Executive;
- 1.10.4 The EIDCymru Technical Lead.

2 The Services

- 2.1 HCC Group seeks to procure an effective Outsourced IT Support Service to provide management, maintenance, monitoring and support for its IT infrastructure, network and assets.
- 2.2 The successful Supplier will be required to provide and fulfil the following services:
 - 2.2.1 assume responsibility for the management of all IT services and infrastructure, liaising with the incumbent Outsourced IT support provider (if applicable) and other third-party providers as required to ensure a smooth handover and transition of services, including obtaining a comprehensive understanding of the services, infrastructure, network requirements. The handover and transition of services (as required) must be completed remotely as much as is possible (i.e. limited on-site activity);
 - 2.2.2 provide a fast and responsive remote helpdesk service, accessible via phone and email (minimum) Monday to Friday. It would be advantageous should the helpdesk service be available 07:00 until 19:00 Monday – Friday, Tenderers are to outline core helpdesk hours in their tender responses;
 - 2.2.3 provide fast and responsive ad-hoc site visits as required;
 - 2.2.4 provide regular scheduled site-visits (at least monthly) to ensure the availability of in-person resource to support HCC Group staff on-site;
 - 2.2.5 provide a fast, diligent and effective response to ensure business continuity in emergency situations;
 - 2.2.6 assisting with the sustainable disposal of equipment including the removal of data, memory wipe, and removal (with provision of a waste transfer note in each instance), emphasising recycling (or similar) wherever appropriate;
 - 2.2.7 provide a proactive and consultative service, making recommendations for upgrades and enhanced services; and
 - 2.2.8 support the procurement of software, hardware and services securing value for money and fairness in-line with the principles of public sector procurement as per the Procurement Act 2023. Note that the list above is provide for indicative purposes only and is not to be considered an all-encompassing or exhaustive list of HCC Group requirements.

3 Detailed Requirements

- 3.1 The successful Supplier will be required to provide all of the following Detailed Requirements; however, this is not to be considered an all-encompassing or exhaustive list, it is expected that the successful Supplier will identify additional, relevant operational and value-add requirements to those listed once in post through the provision of a collaborative, pragmatic and proactive Outsourced IT Support Services arrangement.
- 3.2 The Detailed Requirements are outlined below via sub-headings, each sub-heading providing an indication of the high-level mandatory service requirements to be included within the Outsourced IT Support Services agreement. For ease of reference the sub-headings are:
- 3.2.1 Helpdesk and Incident Resolution (3.3);
 - 3.2.2 New Starter Set-Ups / Onboarding (3.4);
 - 3.2.3 Infrastructure and Network Management (3.5);
 - 3.2.4 LAN Management (3.6);
 - 3.2.5 Security (3.7);
 - 3.2.6 Third-Party Solutions (3.8);
 - 3.2.7 Remote Access (3.9);
 - 3.2.8 Storage, Backup and Disaster Recovery (3.10);
 - 3.2.9 Multi-Function Devices (3.11);
 - 3.2.10 Telephony and Audio Visual (3.12);
 - 3.2.11 Staff Training and Awareness (3.13);
 - 3.2.12 Technical Consultancy - General (3.14); and
 - 3.2.13 Technical Consultancy – Artificial Intelligence (3.15).
- 3.3 Helpdesk and Incident Resolution
- 3.3.1 **Help Desk Support** - provide a fast and responsive remote helpdesk service, accessible via telephone and email (as minimum) Monday to Friday. It is essential, as a minimum for the helpdesk service to be available 07:00 until 19:00 Monday – Friday, Tenderers are to outline core helpdesk hours in their tender responses;
 - 3.3.2 **On-Site Support** – When needed, the Managed Service Provider (MSP) should have the ability to deploy additional onsite resources to assist in issues which cannot be resolved through remote access to in- house systems;
 - 3.3.3 **Break Fixes and Installation** – The MSP should offer planned and on-call break/fix services, including emergency response to server issues;
 - 3.3.4 **Business Continuity and Disaster Recovery** – The MSP must be able to support HCC Group’s ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organisational constituents. In addition, backup and redundancy should be used to support this need; and
 - 3.3.5 **Account Management** – The MSP must offer an internal escalation process in tandem with HCC Group to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.

3.4 New Starter Set-Ups / Onboarding

- 3.4.1 Taking an active lead on the new starter set-up / onboarding process in a timely and efficient manner, preparing software, hardware and permissions (etc) as required in each instance, guided by the HCC Group.
- 3.4.2 providing induction and onboarding support to new starters, guided by the HCC Group.
- 3.4.3 ensuring that all interaction and engagement with new starters aligns to HCC Group standards, processes and policies (etc), acting as an extension to the internal team.
- 3.4.4 PC Deployment - preferably set-ups to be completed on-site, in-person.

3.5 Infrastructure and Network Management

- 3.5.1 **Networking Support** – HCC Group requires proactive management, monitoring and maintenance of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by HCC Group;
- 3.5.2 **Server & Network System Monitoring** – The MSP must provide 24x7 monitoring of HCC Group's server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages;
- 3.5.3 **Warranty and Asset Inventory Management** – HCC Group expects the MSP to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, and notify HCC Group of any potential service or warranty issues; operating system, software and applications, including password directory. The MSP must also assist with managing the lifecycle of HCC Group's devices and maintain an equipment inventory to ensure our systems are always current;
- 3.5.4 **Desktop and Laptop Support** - MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
- 3.5.5 **Lifecycle Management of Hardware Units** – The MSP should have processes for end-of-life notification, replacement, and asset decommissioning/disposal;
- 3.5.6 **Procurement Management** – The MSP must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts;
- 3.5.7 **Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation;
- 3.5.8 **Desktop Software Standardisation and Software Licensing and Upgrades** – MSP must have a process for identifying standardisation and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions. The MSP must also undertake the updating and patch management of all installed software and ensure that all hardware and software upgrades and patches from third parties are implemented in a timely manner; and

3.5.9 **Scalability** – The MSP must be able to offer a model where scaling up or down from a systems and cost perspective is simple and nimble.

3.6 LAN Management

3.6.1 maintain all switches, wireless controllers, access points, and firewalls;

3.6.2 management of hardware refresh when devices reach EOL;

3.6.3 provide and apply updates to all equipment;

3.6.4 monitor the performance of switches, controllers, access points, and firewalls;

3.6.5 warranty support for all hardware relating to the network;

3.6.6 replace broken hardware and EOL hardware with new / working devices to keep the network functional;

3.6.7 monitor the network to ensure that all devices are stable and up to date;

3.6.8 manage network requirements such as Wi-Fi configurations or network changes as required;

3.6.9 provide fast response in the event of critical hardware failure to minimise downtime; and

3.6.10 **Hosting** - The MSP should offer services relative to hosting or co-location of equipment, either directly or through partners.

3.7 Security

3.7.1 **Security Systems Monitoring** – MSP must provide proactive monitoring and management of HCC Group's security systems, including firewalls, intrusion prevention, secure remote access, and any additional implementations of advanced security solutions HCC Group may utilise.

3.7.2 **Managed SOC-as-a-Service** - The MSP should offer Managed SOC-as-a-Service to monitor HCC Group environment and ensure proactive detection and response to threats, intrusions and attacks.

3.7.3 **Patch Management Services & Preventative Maintenance** – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure HCC Group's IT systems and resources are properly managed and maintained.

3.7.4 **Antivirus, AntiSpam & Antispyware Protection** – HCC Group is looking for solutions to defend against security threats including phishing, malware, spam, viruses.

3.7.5 be accountable for the **technical support** to enable retention of the annual Cyber Essentials Plus accreditation and IASME Certificates (HCC is currently Cyber Essentials Plus accredited until 24 August 2026; EIDCymru is currently Cyber Essentials Plus accredited until 03 June 2027; HCC is currently IASME Level 1 Cyber Assurance Accredited to 28 September 2026 and IASME Level 2 Cyber Assurance accredited until 28 May 2029).

3.8 Third-party Solutions

3.8.1 manage and/or coordinate with all **third-party providers** that HCC Group engages with in relation to its IT arrangements and support

with specialised software applications as and when required, serving as the key point of contact unless escalated.

3.8.2 **Email System Management** – HCC Group requires the management and administration of HCC Group’s email system for all users.

3.9 Remote Access

3.9.1 manage, monitor and support a remote access solution.

3.10 Storage, Backup and Disaster Recovery

3.10.1 implement, manage, and support an off-site UK-based physical nightly data backup plan and storage service (industry standard is three rotating back-ups; on site, off-site and physical hard copy backup in case of DDOS), with regular checks of backup integrity, including reporting on these tests to HCC Group during Contract review meetings; and

3.10.2 manage and support a robust disaster recovery solution, providing full replication of shared files and folder, emails and other critical databases.

3.11 Multi-Function Devices (MFD) and Scanners

3.11.1 Support all and liaise with third-parties as required to ensure that the MFDs and Scanners are available at all times.

3.12 Telephony and Audio-Visual

3.12.1 Liaise with third parties for all telephony and audio-visual issues, coordinating with the third-party provider to ensure continuation of service and fast resolution of any issues.

3.12.2 HCC currently has two meeting rooms that are video conferencing enabled via fit-for-purpose requirements; equipped with the following:

Board Room

Yealink Panel

Screen Model – ActivPanel

OPS Drive Promethean OPS3-5P8R256S

Meeting Room

Yealink Panel

Screen Model – ActivPanel

OPS Drive Promethean OPS3-5P8R256S

3.12.3 The successful Supplier must support the continued use of the equipment by maintaining the associated software (inc. MS Teams) configuration.

3.12.4 Maintain the HCC conference area audio-visual equipment*

**subject to potential move to WG offices, where all conference room facilities, equipment, and software are provided as part of the tenancy agreement*

- 3.12.5 **Mobile Device Support** - In addition to laptops and desktops, some staff use mobile phones and tablets. The MSP will need to support secure provisioning (and ongoing support of that provisioning) of any mobile device into the company network. In the event the device is lost, the corporate mail and contact data should be able to be easily wiped from the device while preserving individual's personal information. A Mobile Device Management strategy / system recommendation should be considered and included in response to this tender.

- 3.13 Staff Training and Awareness
 - 3.13.1 **End-User Security Awareness Training** – The MSP should be able to offer Security Awareness Training to teach HCC Group staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident.

- 3.14 Technical Consultancy - General
 - 3.14.1 Bidders are invited to provide a comprehensive proposal outlining their approach to delivering **technical consultancy services** to an Arm's Length Body of the Welsh Government. The response should clearly articulate the supplier's expertise in developing and implementing organisational strategy, policy frameworks, and actionable roadmaps that align with public sector governance, regulatory compliance, and Welsh Government objectives;
 - 3.14.2 Provide expert advice, guidance, analysis and suggestions relating to the effectiveness, efficiency and security of the HCC Group IT infrastructure and network;
 - 3.14.3 **Special Projects** – The MSP must be able to deliver additional IT projects as and when required to HCC Group;
 - 3.14.4 **Project Management** – The MSP should be able to offer project management and technical engineering resources to assist with technical projects as identified by the MSP or HCC Group;
 - 3.14.5 **Move, Add, Change (MAC)** – HCC Group is looking for the MSP to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed;
 - 3.14.6 **Solution Design** – The MSP must provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data;
 - 3.14.7 **IT Policy Review and Development** – The MSP should be able to assist in the development of customised policies related to the use of technology;
 - 3.14.8 Support the completion of the **Cyber Essentials** self-certification document and any other associated activities linked to the annual Cyber Essentials and/or Cyber Essentials Plus reaccreditation process. (HCC is currently Cyber Essentials Plus accredited until 24 August 2026; EIDCymru is currently Cyber Essentials Plus accredited until 03 June 2027);

- 3.14.9 Support the completion of documentation and any other associated activities linked to the IASME Level 1 and 2 Cyber Assurance reaccreditation process. (HCC is currently IASME Level 1 Cyber Assurance accredited to 28 September 2026 and IASME Level 2 Cyber Assurance accredited until 28 May 2029);
 - 3.14.10 Provide timely support in responding to subject access requests or data breaches;
 - 3.14.11 Proactively drive and lead exercises to assess, monitor and strengthen HCC Group information and cyber security arrangements, including staff engagement and vigilance via activities such as fake phishing exercises etc.
- 3.15 Technical Consultancy – Artificial Intelligence (AI)
- 3.15.1 The proposal must include details of how the bidder will assess current digital maturity, including a structured AI readiness assessment covering data capability, technology infrastructure, workforce skills, risk management, and ethical considerations. Bidders should demonstrate how they will provide ongoing support, guidance, and stakeholder engagement to translate strategic vision into practical implementation across the business, including change management and capability building. The solution should emphasise sustainable delivery, measurable outcomes, and knowledge transfer to ensure that HCC can independently progress its digital and AI adoption journey while maintaining security, transparency, and public trust.
- 3.16 For HCC, all network and physical infrastructure is located in a single secure server room within the HCC main office location in Aberystwyth. Please see **Appendix 4** for EIDCymru tenancy arrangements.
- 3.17 All HCC Group employees utilise Microsoft Office 365 on laptops/MacBook, and a number are issued mobile phones for business use.
- 3.18 HCC Group operates a hybrid working arrangement wherein its staff work between office and remote locations, as such the successful Supplier must be prepared to undertake much of the required Outsourced IT Support Services remotely. However on-site service delivery will be possible and may be encouraged in certain situations.
- 3.19 HCC Group currently utilises Microsoft Office 365 software as standard, including SharePoint. The successful Supplier must provide suitably experienced and qualified Microsoft Office 365 (SharePoint in particular) resource and support to HCC Group. Microsoft 365 Business Premium licences have been deployed to all members of staff.
- 3.20 EIDCymru (**see Appendix 4**) utilise the telephony facility within MS Teams (Microsoft Operator Connect) for facilitating incoming and outgoing calls. The successful Supplier must provide suitably experienced and qualified resource to support, manage and administer back-office administration.
- 3.21 HCC Group currently has 39 (HCC 19; EIDCymru 20) Microsoft 365 Business Premium licences for use, purchased and renewed on its behalf by the incumbent Outsourced IT Support Services provider. The successful Supplier

will be required to assume responsibility for purchasing, renewing and managing the suite of Microsoft 365 Business Premium licences on behalf of HCC Group. For context, all mobile phones are on EE tariffs.

3.22

Device	Quantity	Operating System
iPhone SE	22	IOS 26.4.2
iPhone 11	1	IOS 26.4.2
iPhone Air	1	IOS 26.4.2
Google Pixel 8a	1	Android 16 CP1A.260505.005

3.23 Telephone hardware (not mobile) and support for HCC Head Office is provided by BT.

4 Current ICT Infrastructure

4.1 The following is an indicative list of HCC Group's current IT infrastructure and network configuration. It is essential that the successful Supplier has the experience, capability and capacity to deliver all service requirements, across all locations through site visits and remote access. Please note, that the list of HCC Group's current ICT infrastructure is provided for indicative purposes only at this stage but is considered to be as accurate and complete as possible. However, Tenderers are to recognise that the list may not be complete, and the successful Supplier will be required to complete a full audit once in post to confirm the definitive configuration of HCC Group's IT infrastructure.

4.2 High-level Network Diagram

4.2.1 Please see **Appendix 3** for a detailed diagram of HCC's IT network.

4.2.2 Please see **Appendix 4** for a detailed summary of EIDCymru tenancy arrangements within the Welsh Government offices.

4.3 Internal Domain

4.3.1 HCC has an internal local Active Directory domain which is synchronised to Azure Active Directory, and all devices are Azure AD joined.

4.4 Servers

4.4.1 HCC currently runs the following servers:

Device	Quantity	Use
ProLiant ML350	1	Running VMware 8.0 Update 3j hosting one Virtual Windows Server 2022
PowerEdge T550	1	Running VMware 8.0 Update 3j hosting 2 Virtual Windows Server 2016

- 4.4.2 The ProLiant ML350 hosts the domain controller and DHCP server for local network, while the PowerEdge T550 hosts the remote desktop server; storage server archive, and VPN server.
- 4.4.3 Both servers are protected by a large APC SmartUPS 3600 which also acts as backup power for the switches and routers. There is a dedicated server room which is permanently locked and has air conditioning to ensure correct environmental controls.
- 4.4.4 The building is flood cabled with a CAT 5E cabling frame. There are multiple sockets, both floor and wall mounted, and the cabling terminates in a cabinet in the server room where the network and telephone switches are located.
- 4.4.5 Off-site cloud based backups of both servers are also taken daily allowing for continuity of data in the event of a major issue at the site. The off-site backups are stored on MSP 360 platform managed by current service provider with data stored in UK data centre which allow restoration to either a VMware instance or Azure instance allowing the Remote Desktop server to be restored relatively quickly in the cloud if required.

4.5 Networking

- 4.5.1 Situated within the HCC main office there is a free standing server cabinet. This cabinet holds the following network devices and equipment:

Device	Make	Model
Router and Firewall	Draytek	Vigor 2962 (firmware release 4.4.6)
3 x Gigabit Switches	HP / Netgear / Draytek	

- 4.5.2 Wireless provision for HCC is from two wireless access points, one on each floor. Connections are encrypted using WPA-PSK with a separate segregated network for guest access. Client isolation is in place on both networks.

4.6 Hardware (Endpoint Devices)

- 4.6.1 There are currently 39 endpoints deployed within HCC that have the incumbent Outsourced IT Support Services provider's agent installed, A breakdown of the Operating Systems and versions can be seen below:

Operating System	Quantity
Microsoft Windows 11 Pro	39

- 4.6.2 HCC use Microsoft Intune and Windows Autopilot for Mobile Device Management and endpoint deployment.

4.7 Malware Protection and Anti-virus

Bitdefender Gravity Zone
Product version: 8.26.6.644

4.8 Communication and Collaboration

4.8.1 HCC uses Microsoft Teams, OneDrive and SharePoint for business data and collaboration between teams.

4.8.2 HCC Group Emails are hosted via Exchange on Microsoft 365. The accepted domains are shown below:

HCC Domains
hybucig.cymru
hccmpw.org.uk
Meatpromotion.wales

4.8.3 Accepted domains are protected by Microsoft Defender for Office 365.

4.9 Cloud Services

4.9.1 HCC Group utilise the following cloud-based software as a service (SaaS):

Provider	Service
Microsoft 365	Word, Excel etc
Moorepay	HR and Payroll solution
AccountslQ	Finance software
Kilner Morgan	Cloud-based backup platform
Onboard	Governance solution
Adobe	Creative Cloud
Dropbox	Cloud Storage Service
Mailchimp	Digital Marketing Platform

4.10 Security and Disaster Recovery

4.10.1 Utilising Microsoft Business Premium licenses, devices at HCC are all protected by Microsoft Defender for endpoint. HCC utilises MSP 360 for backups and as a disaster recovery solution. This arrangement backs up the Microsoft 365 tenancy, including Exchange, OneDrive and SharePoint.

5 Standards

5.1 HCC operates a 'privacy by design' approach to data management, the successful Supplier will be required to provide advice and support in relation to this approach.

- 5.2 The successful Supplier must ensure that all elements of service provision, including the application of software, complies with Data Protection Act 2018 (Chapter 2) (UK GDPR).
- 5.3 The successful Supplier will be required to undertake annual reviews to ensure that all data is managed in accordance with HCC Group policies and practices.
- 5.4 The successful Supplier must hold current Cyber Essentials Plus certification at the time of Contract award, as a minimum, and /or accredited to ISO:27001.
- 5.5 It would be advantageous (not mandatory) that the successful Supplier provide a managed Outsourced IT Support Service in-line with ITIL standards to HCC Group.
- 5.6 HCC Group requires that all employees of the successful Supplier who, for the purposes of the agreement, work alongside HCC Group employees to be aware of the relevant policies and guidance written for HCC Group employees and to comply with their principles.
 - 5.6.1 Any/all applicable policies will be provided to the successful Supplier at the time of Contract award as part of the initial Contract meeting.
- 5.7 The successful Supplier is required to comply with all applicable legislation (including without limitation the Data Protection Act 2018, Freedom of Information Act 2000, Environmental Information Regulations 2004, the Welsh Language Act 1993 and Modern Slavery Act 2015) in their dealings with HCC Group.

6 HCC Responsibilities

- 6.1 HCC Group will provide site access to its head office location in Aberystwyth, and any other ancillary office locations as required during the term of the agreement, to the successful Supplier for the provision of the required Outsourced IT Support Services.
- 6.2 HCC Group will provide access to its network to the successful Supplier, as required for the provision of the Outsourced IT Support Services.
- 6.3 HCC Group will provide a point of contact with due regard to information / cyber security and data protection law (Corporate Governance Executive).

7 Record Keeping and Reporting

- 7.1 The successful Supplier will be required to provide monthly management reports detailing as a minimum performance against agreed SLAs, incident report times, scheduled maintenance, and backups.
- 7.2 The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.

- 7.3 All reports must be provided to HCC Group in a readily available format that is user friendly for ease of review. Wherever relevant, assets listed must provide the asset number and user details.
- 7.4 Monthly Contract review meetings are to take place in which the monthly management reports will be reviewed and discussed in detail.
- 7.5 The successful Supplier will be required to provide documentation on network configuration and procedures and any other relevant documentation to assist HCC Group in understanding its network.
- 7.6 The successful Supplier will be required to undertake proactive reviews of the system and service, providing suggestions for continuous improvement.
- 7.7 The successful Supplier must provide a procedure for dealing with complaints.
- 7.8 During the provision of the service, the successful Supplier is required to manage all HCC data appropriately, in-line with UK GDPR, the Data Protection Act 2018, the Freedom of Information Act 2000 and the Welsh Language Act 1993.

8 Governance

- 8.1 HCC Group will appoint a Contract Manager to act as the direct point of contact between the organisation and the successful Supplier.
- 8.2 The successful Supplier must appoint a dedicated Contract Manager to act as the direct point of contact between their organisation and HCC Group.
- 8.3 Any/all service issues, risks etc are to be brought to the attention of the Contract Manager(s) in the first instance.
- 8.4 HCC Group has a Data Protection Officer (DPO) provision in place that will act as the point of contact for cyber, physical security and compliance measures as required.

9 Quality and Performance Management

- 9.1 The successful Supplier will be required to implement effective and robust SLAs that enable the provision of a fast, responsive and effective remote helpdesk service.
- 9.2 As a minimum the helpdesk service must be available 07:00 – 19:00 Monday to Friday.
- 9.3 The SLA must also cover response times for escalations and new user setup (laptop) turnarounds.
- 9.4 The successful Supplier will also be required to implement achievable and effective SLAs for regular reporting (regularity to be agreed, likely monthly). Likely SLAs are to include resolution times as a minimum.

- 9.5 Unless otherwise agreed by HCC Group, where the successful Supplier's performance against a given SLA fails to achieve agreed minimum performance requirements HCC Group may instruct them to provide proposals to resolve the underperformance in the form of an improvement plan. The successful Supplier shall provide their proposals within fourteen days of this instruction. Such proposals shall include, but not be limited to, an explanation of the root cause of the underperformance, key action points to remedy the situation and a timescale by which the underperformance will be rectified. HCC Group shall give an instruction to resolve the underperformance either by accepting the successful Suppliers Improvement Plan or by instructing how otherwise the underperformance is to be addressed.
- 9.6 In the event that the successful Supplier fails to improve performance in line with their Improvement Plan and HCC Group reasonably considers that the underperformance relating to the KPIs significantly affects the continuing viability of the provision of the service then HCC Group may terminate the Contract.

10 **Entry and Exit Planning**

- 10.1 HCC Group reserves the right to invite the preferred Supplier (the highest scoring Supplier following evaluation of all submitted responses) to attend an initial scoping meeting pre-Contract award at which point the requirements and expectations of the required Outsourced IT Support Services will be discussed in further detail. The Scoping meeting is not considered mandatory, and is to be confirmed and arranged at the sole discretion of HCC Group.
- 10.2 Following the initial scoping meeting, should for whatever reason a Contract not be awarded to the preferred Supplier, HCC Group reserves the right to invite the second-highest scoring Supplier to an initial scoping meeting with the intention of exploring Contract award. Note, that the process of potential award to the second highest scoring Supplier in the event that an award does not go to the preferred Supplier shall be initiated at the sole discretion of HCC Group.
- 10.3 The successful Supplier will be invited to an initial meeting post Contract award at which point the detail of the required service and the initial transition and implementation will be discussed in full.
- 10.4 The successful Supplier will be required to assume responsibility for the management of all relevant services and infrastructure, liaising with the incumbent IT support provider (if applicable) and other third-party providers as required to ensure a smooth handover and transition of services, including obtaining a comprehensive understanding of the services, network, infrastructure, password and login requirements (etc).
- 10.5 During the transition, the successful Supplier will be appointed as the new Admin Partner for all relevant third-party products / applications by the incumbent provider (as required).
- 10.6 To enable as efficient and effective a transition as possible, HCC Group will provide site access to head office location in Aberystwyth to the successful Supplier as required.

- 10.7 At the end of the Contract the outgoing Supplier will be required to return documents which are no longer required for legal or regulatory purposes and to give assurance to HCC Group that all other documentation and data has been destroyed / deleted.

11 **Contract Duration**

- 11.1 If awarded, the Contract is expected to commence 1st October 2026.
- 11.2 Except for early termination, the Contract will run for a period of 36-months and will end 30th September 2029.
- 11.3 At the sole discretion of HCC the Contract may be extended by a further 24-months, in separate 12-month instalments, giving a latest possible date of expiry of 30th September 2031.