

- 1 ITSM & Monitoring Tools Could you please confirm whether HCC currently uses any IT Service Management (ITSM) and infrastructure monitoring solution? We did not see any tool referenced in the proposal. If no solution is in place, would you like us to include an ITSM and monitoring platform in our proposal?

HCC do not currently use an ITSM and infrastructure monitoring system. Please include, identifying cost in your proposal.

- 2 Endpoint Detection & Response (EDR) We could not identify any EDR solution mentioned in the documentation. Can you confirm whether HCC already has an EDR platform deployed? If not, should we propose a suitable EDR solution as part of our submission?

Yes – current EDR platform is Bitdefender Gravity Zone. Submission should propose your own solution.

- 3 Security Information & Event Management (SIEM) SIEM is a key component for threat detection, correlation, and incident response. Can you confirm whether HCC currently operates a SIEM platform? If no SIEM is in place, would you like us to propose one?

HCC does not currently operate a SIEM platform. Please include this option in your proposal.

- 4 Role of Kilner Morgan We would appreciate clarification on Kilner Morgan's role. Are they the IT service provider for the entire HCC group, or do they provide services only for EIDCymru?

Kilner Morgan currently provide service support to both HCC and EIDCymru. The tender is to cover both organisations withing the group.

- 5 Backup Solution Ownership Could you confirm who currently owns and manages the backup licensing? If Kilner Morgan is responsible for backups, are you going to continue with the existing solution, or you expecting us to propose a new backup platform?

Currently owned by Kilner Morgan. Tender is for all IT solutions, including your proposal for a backup platform.