

Can HCC provide a breakdown of the ticket volumes and ticket types (such as incidents, requests, changes etc) over the past 12 months?

248 Tickets in last 12 months, primarily daily housekeeping issues, new users, password changes, VPN connectivity. 10 - 15 percent relate to incidents where platforms are down.

Is the incumbent supplier expected to TUPE any technical or service desk staff to the incoming provider, or does the TUPE reference only relate to EIDCymru operational staff?

TUPE does not apply to the IT Tender. It is referenced to identify increase in staff numbers and new location in North Wales for the new outsourced provision to cover.

Can HCC provide current backup sizes, retention periods, recovery objectives (RPO/RTO) and annual restore testing requirements?

Currently 4.8 TB on a 30-day retention period. Recovery objectives and restore testing to form part of response proposal.

Can HCC provide a complete asset register covering servers, networking equipment, firewalls, switches, Wi-Fi, laptops, mobile devices and software licensing?

High-level details and quantity provided within the tender document should suffice for the purpose of tender, with full details provided for onboarding.