Advanced Research + Invention Agency

ARIA

Request for Proposal:

Managed IT Service

03 January 2025
V1.2

SECTION 1: THE REQUIREMENT AND CONDITIONS

Introduction

We are pleased to invite you to take part in this Request for Proposal (RFP).

Launched in January 2023, ARIA is a Research & Development (R&D) funding agency designed to take bold bets that complement and amplify the UK's world-class research ecosystem. We fund transformative science and technology capabilities that will benefit the UK and help humanity thrive.

This RFP seeks proposals from qualified IT managed services providers (MSPs) to provide strategic and day-to-day operational support for our IT infrastructure, ensuring seamless business operations and support for end-users.

The Requirement (the "Services")

The supplier will provide comprehensive IT leadership and support, including network management, helpdesk support, software and hardware integration and management, cloud based collaborative 'sandpit' environments and proactive monitoring as set out below.

Overview of current and forecasted IT environment:

- Number of Users: 80-150

- Number of Endpoints: 160-300

- Current IT Systems: Apple & Windows devices, Google Workspace and a mix of additional SaaS providers.

The Services are divided into three sections: Core Service, Additional Services and Out of Hours Services.

Core Service

- Client Manager:
  - Provide a dedicated client manager who will provide oversight, development and management of the services, and act as the primary point of contact for overall service and relationship management. The dedicated client manager will be required to be on site at least one day per week.

- Helpdesk Support:

- Provide support for end-users Monday to Friday 06:30 to 22:00, this includes on site support in London on Tuesdays, Wednesdays and Thursdays 08:15 - 17:00 (out of hours services are to be managed and costed separately, as set out below).
  - This support includes:
    - Hardware (desktop, laptop, mobile devices)
    - Software applications
    - Printers and audio-visual equipment support will be provided in conjunction with ARIA's serviced office provider (e.g. some equipment is provided as part of ARIA's serviced office lease agreement).
  - Support requests must be responded within specified response times (see annex for suggested detail).

- **Network Management:**
  - Monitor and manage LAN, WAN, VPN, and wireless networks (in conjunction with ARIA's serviced officer provider).
  - Proactively monitor network performance and provide solutions for bottlenecks.
  - Implement and manage network security policies and configurations.

- **Server and Infrastructure Management:**
  - Manage virtual servers, storage solutions, and backup systems, including for Programme 'sandpit' environments.
  - Perform regular updates, patch management, and security hardening.

- **Software and Hardware Management:**
  - Management of all current business systems and tools (software licenses, integrations, deployment, and updates).
  - Installation and maintenance of new hardware as needed.
  - Maintenance of an inventory of IT assets, including tracking warranties, service contracts and software licenses.

- **Proactive Monitoring and Maintenance:**
  - Implement tools for monitoring server health, network performance, and IT systems.
  - Perform regular preventive maintenance on all systems.
  - Provide regular reports on system performance, incidents, and recommendations for improvement.

- **Security Management:**
  - Manage firewall configurations and security policies.
  - Ensure ARIA's compliance and annual renewal of Cyber Essentials Plus.
  - Implement endpoint security solutions and respond to security incidents.
  - Conduct regular vulnerability assessments and remediate findings.
  - Support third party/supplier annual security reviews.

- **Backup and Disaster Recovery:**
    - Develop and manage a data backup strategy, ensuring business continuity.
    - Implement disaster recovery solutions and conduct periodic tests.
    - Provide a documented plan for rapid recovery in case of data loss or system failures.

- **User Training and Documentation:**
    - Develop and maintain IT documentation, including system configurations and user guides.

Additional Services

- **New software requests:**
    - Review, assess and recommend appropriate third party software licenses based on ARIA's needs, facilitating direct procurement or supporting ARIA's purchase decisions, ensuring value for money in each case.
    - Provide training for end-users on new systems or software as required (either at onboarding or any meaningful upgrade).
    - Demand for new applications may fluctuate at certain times, so the supplier should be able to draw upon additional resources from their broader team to effectively manage any peaks in demand
    - Make recommendations, efficiencies and integrations where possible.
    - Provide technical and strategic expertise on new technologies when a major enhancement to existing technology is proposed

- **New hardware requests:**
    - Recommend appropriate hardware based on ARIA's needs, facilitating direct procurement or supporting ARIA's purchase decisions, ensuring value for money in each case.

Out of Hour Services

- The supplier may need to provide services outside of these hours for Critical Issues. The supplier should provide costs for resources covering a full 24-hour period including weekends and public holidays. Teams are required to be based onshore for call handling first line support.

Implementation and Deployment Timeline

The initial contract will run for 36 months.

The supplier must be able to start work immediately after the Target Award date. The handover period with the incumbent supplier is required to be complete by 28th April 2025.

ARIA shall have the option to extend the contract beyond the initial 36 months for up to a further 24 months if required and subject to mutual agreement.

Key Contract Terms

Terms and Conditions

The contract will be placed on terms and conditions (T&Cs) provided by ARIA to the preferred bidder. The proposed terms will include the following principles:

- ARIA shall have the right to terminate the contract or part of the contract for convenience upon ninety days' prior notice.

- ARIA shall have the right to terminate the contract or part of the contract where the supplier fails to provide the service contracted, upon thirty days' prior notice.

- Any Intellectual Property generated in the performance of the contract shall vest in ARIA.

- The supplier shall indemnify ARIA, its employees, officers and agents against the supplier's infringement of third party Intellectual Property Rights.

All information shared with the supplier shall be subject to confidentiality terms.

Reporting

The supplier will be required to provide quarterly reports, including an overview of the following (the format of the reports is to be agreed with ARIA upon signature of the contract):

- **Service Availability**: Uptime and downtime statistics for each service component, with associated reasons for any outages.

- **Service Usage Metrics**: Data usage, transaction volumes, system resource consumption, etc.

- **Incident Tracking**: Summary of incidents that occurred, their severity, and status of resolution.

- **Performance Metrics**: Overview of performance against key performance indicators to overall performance of the service (KPIs).

- **Compliance Status**: Overview of compliance with service level agreements (SLAs). These will be further developed with the successful bidder during the contract negotiation period and will form part of the resultant contract (SLAs).

The dedicated client manager and ARIA will meet on a quarterly basis to discuss the report and, where relevant, will agree remedial action where KPIs and/or SLAs are not met. An update on the remedial activity should be provided in the following quarter's report.

SECTION 2: PROPOSAL RESPONSE STRUCTURE

Bidders are invited to set out how they propose to deliver the Services outlined within this RFP.

The format below is set out as a guide and represents a maximum length response. If bidders chose to respond in a different format this will be acceptable as long as sufficient information is provided to be comparable to this format of response.

Executive Summary

Summarise how you will deliver the key services you are proposing and how these relate to ARIA's requirements set out in section 1 above.

Criteria A - Background, Profile and Experience

- A brief overview of the company structure, history, values and mission statement.

- What are your approximate revenue, staff numbers and client numbers linked to the Services.

- Provide information on your overall client base; for example, primary vertical markets and/or other clients supported including relevant experience for similarly sized, fast- paced and rapidly scaling organisations.

Criteria B - Your Approach to Service Delivery

- A clear articulation of what you see as our requirements and how you would meet them, setting out the delivery model you would use for this service including your proposed plan for delivery and any tools or technologies to be used.

- Provide your management and oversight structures that you would apply to this service.

- Provide a sample report that would be used for the quarterly reporting (please attach this as an annex to your proposal, which will not be included in the maximum page count).

- Set out how you will assure the quality of your service and meet the suggested KPIs and SLAs for response and resolution times for various types of incidents. You may also suggest additional KPIs/SLAs.

Case studies

- Provide a minimum of two examples/reference customers, ideally one in the private sector and one in the public sector, where your organization has provided a similar service. With their consent, provide a summary of key successes, issues, mitigating actions and overall learnings for the ARIA contract (please attach these case studies as an annex to your proposal, which will not be included in the maximum page count).

ARIA may choose to verify case studies with the reference customers as part of the proposal review process. We will ask for your consent and suitable contact details beforehand.

Criteria C - Demonstration of Resource

- Provide details that demonstrate your organisations technical expertise and capabilities: Proven expertise across a broad range of IT systems, platforms, and technologies e.g. Apple OS, Microsoft, AWS, Azure, etc. Comprehensive cybersecurity expertise, including proactive threat management and solutions.

- Provide examples of the expertise and resources you propose to deliver both the overarching service (e.g. client relationship management) and technical services (e.g. the core technical IT management services).

    - Include details on key personnel who would lead the delivery of the service, including the proposed dedicated client manager and team members who would be part of the on site support team.

- Provide information that demonstrates you can offer customisable solutions with the flexibility to align services to ARIA's specific needs and goals, along with scalability to support the organisation's growth.

Criteria D - Commercial Proposal

- Propose a clear pricing structure, including:

    - Onboarding phase [8 weeks]
    - Fixed monthly amount for delivery of Core Services (see section 1 above)
    - Rates per hour (ex VAT) for Additional Services (see section 1 above)
    - Rates per hour (ex VAT) for any Out of Hours Services (see section 1 above)
    - Any additional costs which are likely to be incurred through the life of the contract

- Identify any critical assumptions, dependencies and exclusions required by the bidder in order to successfully execute any resultant Contract

Additional requirements

The Bidder shall confirm as part of its submission adherence to the following requirements. Evidence in the form of copies of relevant certification must be provided as part of the submission and can be uploaded directly into the spaces provided in application portal:

Mandatory

- Support teams are required to be based onshore for call handling first line support

- All ARIA data to be stored within the UK or EEA

- Disaster Recovery and Business Continuity Plans

- Confirmation of adherence with the [Government's Supplier Code of Conduct](#)

- [Cyber Essentials](#)

Desirable

- [Cyber Essentials Plus](#), ISO 14001, ISO 27001, ISO 9001 (Quality Management) and ISO 22301.

Format of Proposal Submission

Format	PDF. Pages should be numbered, and the response should include the bidder's name inserted as a header
Page Guide	**5 pages**, plus annexes.
Responses to	[ARIA's application portal](#) In case of any technical issues with the portal please contact clarifications@aria.org.uk

SECTION 3: TIMELINES, REVIEW AND SELECTION PROCESS

Procurement Timeline

The dates in the following timetable are provisional and may be subject to change at the reasonable discretion of ARIA.

Event	Date

Deadline for submission of clarification questions	08 January 2025
Deadline for proposal submission	13 January 2025 (12:00 GMT)
Discussion with shortlisted bidders	w/c 27 January 2025
References check by ARIA for the shortlisted Bidders	w/c 03 February 2025
Presentation by bidders to ARIA selection panel	w/c 10 February 2025
Preferred bidder chosen and informed	17 February 2025
Target Award date	28 February 2025
Target Contract Start date	03 March 2025

Review Stages

This review is intended to consist of 5 stages:

- Stage 1 - Virtual discussion with shortlisted bidders and ARIA team members - A maximum of 10 shortlisted bidders will be shortlisted to present at this stage. Please note, the proposed client manager will be required to attend this call. The format of these sessions will be advised to those invited to attend.

- Stage 2 - Reference check by ARIA

- Stage 3 - Presentation by shortlisted respondents to ARIA selection panel. A maximum of 5 responses will be shortlisted to present to ARIA at this stage.

- Stage 4 - Preferred bidder chosen and informed.

- Stage 5 - discussions and negotiations with preferred bidder, onboarding planning and contract agreement.

The ARIA selection panel will be chaired by the Chief Finance & Operations Officer with at least one other member of the ARIA executive team.

Selection criteria

The appointed provider will be selected against both their written response and presentation according to the following criteria:

A. **Background, Profile and Experience [20%]** - A clear demonstration of managing similar IT environments for fast-paced and rapidly scaling organisations, including existing client information.

B. **Your Approach to Service Delivery [30%]** - A clear articulation of what you see as our requirements and how you would meet them, including any tools or technologies to be used, and proposed KPIs and SLAs for response and resolution times for various types of incidents.

C. **Demonstration of Resource [30%]** - Demonstrate that you have (or have access to) the expertise and resources required to deliver both the strategic and technical services required, including details on the dedicated client manager and any key personnel who would be delivering the service.

D. **Commercial Proposal [20%]** - Commercial terms that demonstrate value for the tax-payer, including market comparables. The provider delivers value for money through transparent pricing models with no hidden costs and a proven ability to offer cost-effective solutions without compromising quality.

Clarification Questions

Bidders are urged to review the RFP documentation, identify and submit any clarification requests no later than 18:00 (GMT) 08 January 2025, via email to clarifications@aria.org.uk. Clarification requests received after this date will not be reviewed.

Any clarification request or responses containing information that is of relevance to all bidders will be provided to all bidders that confirm their intention to participate. Answers to clarification requests will also be posted to the ARIA website, following the deadline for submission of clarification requests. If bidders do not wish a query or response to be disclosed to other bidders, they must communicate this and the reason why, with the clarification question.

ANNEX A - Suggested Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)

Suggested Service Level Agreements (SLAs)

	Respond	Resolve
Critical	30 mins	1 hour
High Priority	1 hour	4 hours
Low Priority/Planned	1 day	48 hours/As determined

Definitions

Critical issues: Total failure of systems, or business critical system component, affecting the whole organisation; or seriously degraded performance of identified critical applications or services preventing continuation of work functions; or user removal for security reasons.

High Priority: Failure or inhibited performance of a service or service component affecting a work function; or degraded performance of identified high priority applications or services preventing continuation of a work function.

Low Priority/Planned: Failure or inhibited performance of a service or service component affecting a single item of hardware; or new starter, non urgent access or software changes.

Suggested Key Performance Indicators (KPIs)

Service Uptime

Definition: The percentage of time that the service or system is operational and available.
Target: Maintain at least 98% uptime.

Client Feedback

Definition: Feedback collected from users of the service, through post-interaction surveys, or wider surveys conducted at a regular cadence e.g. quarterly.
Target: Achieve a positive feedback rate of 85% or higher across all surveys collected within each quarter.

Backlog of Unresolved Support Requests

Definition: The number of open or unresolved support requests at any given time.

Target: Maintain a ticket backlog of fewer than 10 unresolved support requests per support agent.

Security Incident Frequency

Definition: The number of security incidents (e.g., breaches, vulnerabilities) reported within a given time period.

Target: Aim for zero security breaches or incidents, with any detected vulnerabilities addressed within 24 hours.

CONDITIONS OF RFP

Confidentiality, Publicity, Conduct and Conflicts of Interest:

The contents of this RFP are confidential and must not be not copied, reproduced, distributed or passed to any other person at any time except for the purpose of enabling the bidder to submit a proposal. ARIA may use the information included in a bidder's response for any reasonable purpose connected with this RFP. In particular, once a bidder has been excluded, ARIA reserves the right to use any ideas contained in that bidder's proposal in any ongoing discussions with other bidders but undertakes not to reveal the identity of the provider of these ideas. No publicity regarding the subject-matter of this RFP or the award of any Contract will be permitted unless and until ARIA has given express written consent to the relevant communication.

ARIA reserves the right to: a) waive or change the requirements of this RFP from time to time without prior (or any) notice being given by ARIA, in the event ARIA makes material changes to this RFP, ARIA may choose to extend the deadline for submission. b) reject any bidder that does not submit a compliant Proposal in accordance with the instructions in this RFP. c) disqualify any bidder that is guilty of serious misrepresentation in relation to its Proposal, d) withdraw this RFP at any time, or to re-invite Bidders on the same or any alternative basis; e) choose not to award any Contract as a result of the current procurement process; and f) make whatever changes it sees fit to the Timetable, structure or content of the procurement process, depending on approvals processes or for any other reason. ARIA will not be liable for any bidder's costs, expenditure, work or effort incurred by them in carrying out enquiries in relation to, proceeding with, or participating in, this RFP, sourcing process or procurement, including if the procurement process is terminated or amended by ARIA.

Any attempt by bidders or their advisors to influence the contract award process in any way may result in the Bidder being disqualified. Specifically, bidders shall not directly or indirectly, at any time: a) enter into any agreement or arrangement with any other person as to the form or content of any other Proposal, or offer to pay any sum of money or valuable consideration to any person to effect changes to the form or content of any other Proposal; b) enter into any agreement or arrangement with any other person that has the effect of prohibiting or excluding that person from submitting a Proposal; c) canvass ARIA or any employees or agents of ARIA in relation to this sourcing process; or d) attempt to obtain information from any of the employees or agents of ARIA or their advisors concerning another bidder or proposal. Bidders are responsible for ensuring that no conflicts of interest exist between the bidder and its advisors, and ARIA and its advisors. Any Bidder who fails to comply with this requirement may be disqualified from the procurement at the discretion of ARIA. Bidders recognise and accept that it will be at ARIA's sole discretion as to which, if any, proposal is accepted.

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Clarification Questions and Responses

Category	Question	Answer
Hardware	Of the 160-300 endpoints, please can you provide the split of this quantity between Apple, Window and mobile devices? Are mobile devices Apple or Android devices? Also, are 160 devices the quantity to support from day 1 of the contract and 300 endpoints the forecasted growth across the contract term?	There are currently approximately 160 endpoints to support from Day 1. This is projected to increase to 300 endpoints over the next 24 months, but may be subject to change depending on the needs of the organisation. The current ratio of devices is roughly 50% laptops, 50% mobile devices. The laptops have a 80/20% split between Apple and Windows devices. All mobiles are Apple devices.
	Please can you provide the make and model of the endpoint devices?	We have implemented recent HP and Apple models for our laptop provision. As well as recent Apple models for our mobile device provision. Further details on specific devices can be provided to shortlisted bidders if required.
	Are these devices under a support warranty with the manufacturer? If so, what is the SLA and when does the support expire?	All hardware devices are under manufacturer's warranty. Further details can be provided to shortlisted bidders if required. The supplier would be expected to coordinate the repair of devices under warranty when required with the manufacturer.
	Would the supplier be expected to maintain and provide the hardware when required?	The supplier would be expected to provide suitable recommendations for hardware to be integrated within ARIA's IT infrastructure environment. The supplier would also facilitate direct procurement of hardware or support ARIA's purchase decisions, ensuring value for money. Hardware maintenance would also be required whilst devices are under manufacturer's warranty.

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Category	Question	Answer
	What is ARIA's expected run rate of new hardware devices to be added/ installed and taken under support for the duration of the initial contract term?	The current intention is for legacy hardware devices to be replaced after coming out of the manufacturer's warranty, which is typically 3 years. Hardware devices would also need to be implemented for new starters when joining the organisation. This averages at 2-3 new starters per month, with some months being significantly higher.
Multi Device Management (MDM)	Which tool does ARIA currently use for MDM? Is this owned by ARIA or by the supplier?	All tools and applications are either licensed directly by ARIA or will be transferred upon handover to the successful supplier. Further details on specific tools and applications can be provided to shortlisted bidders if required.
	Which tool does ARIA currently use for endpoint based anti-virus and anti-malware? Is this owned by ARIA or by the supplier?	All tools and applications are either licenced directly by ARIA or will be transferred upon handover to a successful applicant. Further details on specific tools and applications can be provided to shortlisted bidders if required.
	Is patching of end user devices required? How is this currently managed and carried out?	Patching of end user devices is facilitated via our multi device management (MDM) system using its patching policy and also via the incumbent supplier's NOC / Management agent.
IT Architecture	Could the agency please provide an architectural view of the IT landscape and the expected volumes?	There are currently approximately 160 endpoints to support from Day 1. This is projected to increase to 300 endpoints over the next 24 months, but may be subject to change depending on the needs of the organisation. ARIA uses Google workspace as its primary operational platform. In addition it has a finance system, project management system, HR system, expense process system, CRM and grant management system, as well as numerous third party tools. All are operated using cloud based systems. Further details can be provided to

Category	Question	Answer
		shortlisted bidders if required.
	Are existing processes in place with any third-party software applications?	ARIA has integrated various third party cloudbased software applications into its workstreams. Further information can be made available to shortlisted bidders if required.
	Please clarify " business systems and tools"? What specifically are these?	This refers to applications which have been implemented as part of ARIA's system environment. These applications are currently all cloud based.
	Are all endpoints currently in a supported state for both hardware & software i.e. is any of the solutions EOL?	All endpoints are currently within a supported state. However, a small percentage will become EOL in 2025.
	Does ARIA use Microsoft 365? Would ARIA be open to transitioning from Google Workspaces to Microsoft 365?	ARIA currently utilises MS Office 365 on a very limited basis. We have no intention of transitioning away from Google Workspace.
	Do ARIA currently have a DR solution in-place? Is this owned by ARIA or the incumbent supplier?	ARIA has an incident response process in place which is enforced by our internal incident response team in conjunction with the incumbent supplier. Initial triaging would be conducted and mitigating action determined on a case by case basis appropriate to the severity of the incident and its impact to the organisation. This covers scenarios, including: loss of site, loss of data, internet connectivity, loss of devices and systems.
Network	How many LAN, WAN, VPN and wireless networks need to be monitored?	The current monitoring requirement is for 1 x LAN + 2 x wireless networks.
	Please detail which services are owned by ARIA and which are owned by ARIA's serviced office provider.	ARIA will own the LAN and Wifi infrastructure of its office site.
Servers	How many physical servers, virtual servers and	ARIA currently has 3 virtual servers that would

Category	Question	Answer
	storage solutions need to be monitored and supported?	require monitoring and support, which is likely to increase over time. We do not have any physical servers or storage solutions.
Security Policies	When managing firewall configurations and security policies, is the expectation that the supplier will implement appropriate policies based on business or functional requests from ARIA, or does this requirement extend further?	The expectation would be for the supplier to enforce best practice when managing firewall configuration and security policies. The supplier should be able to advise on gold standard implementation.
	Are any of the requested security services expected to cover 24/7 - specifically the response to security incidents?	Bidders should provide costs for resources covering a full 24-hour period including weekends and public holidays.
	Please confirm if ARIA will fully lock out the firewalls in terms of making changes or will both the supplier and ARIA have access to devices to make changes and work on projects i.e Hybrid service?	The supplier will be responsible for managing the firewall and keeping an activity log of changes made.
	What monitoring tools are in place, and will the expectation be that these shall continue to be used, or will they transfer to the new supplier?	ARIA utilises various monitoring tools for information security and cyber security purposes. The intention is for these to be transferred or novated to the new supplier where possible. Otherwise these will fall under ARIA's administrative control. ARIA is open to transitioning to alternative monitoring tool providers if beneficial as part of a longer term strategy.
Cyber Essentials Plus	Cyber Essentials Plus is listed as a mandatory requirement. Please confirm whether a bid will still be considered without Cyber Essentials Plus?	Yes, a bid would still be considered. We have updated the RFP to state that cyber essentials plus is a desirable criteria, but cyber essentials is mandatory.
	When asked to ensure ARIA's compliance and annual review of Cyber Essentials Plus, does this mean review and maintenance of controls, and	The Cyber Essentials Plus audit will be conducted by an external auditor. The supplier will assist in facilitating the audit process and ensure that ARIA's

Category	Question	Answer
	highlighting of gaps as they relate to CE+ and other standards in place, but to exclude auditing itself?	IT infrastructure meets the standard to pass this audit.
		The expectation is for the supplier to resolve any issues or gaps identified as part of the audit process. This would include either implementing any changes with related third parties and ARIA users or recommending a solution where this is not possible.
Users / Service Desk Volumes	Could the agency please provide the current service desk volumes over the last 12 months broken down by month?	Service desk tickets closed average between 80 - 100 per month.
	Can a more detailed breakdown of the expected calls be provided?	Tickets are typically allocated the following categories:

Tickets are typically allocated the following categories:

- Applications
- Application Reviews
- Backup
- Starter / Leaver
- Hardware
- Change Requests
- Network

The timings and priority of logged tickets vary depending on the requirements of the organisation. Priority tickets will be flagged internally.

Category	Question	Answer
	How many employees need to be supported on the target contract start date?	The supplier will be supporting 80 users on Day 1.
	Please provide a detailed breakdown of the users e.g. office vs. remote, job functions and working hours.	ARIA operates a hybrid model where users work both within the office and remotely. Our standard working hours are 09:00am - 17:30pm with users working beyond these times depending on the needs of the organisation. We have flexible working

Category	Question	Answer
		practices.
Resources / Capability	To what level is the onsite support engineer expected to be? 1st, 2nd or 3rd Line?	The expectation is for onsite support engineers to be 3rd line.
	Please confirm if dedicated means the Client manager is to be accounted for 5 days per week, business hours Mon-Fri (excluding Bank Holidays). Please also confirm the role of Client Manager.	The Client manager to be at site at least one day a week. They will provide oversight, development and management of the services and act as the primary point of contact for overall service and relationship management. The Client Manager can draw upon additional resources as needed and expand scope of provision as per the needs of the organisation.
	In the 'Demonstration of Resource' Section there is a requirement to demonstrate our expertise and capabilities in several areas, one of which is AWS. If we are unable to demonstrate our expertise in AWS, would this preclude us from bidding?	This would not preclude you from bidding.
Terms and Conditions	Under 'Key Contract Terms' within the RFP, it states that the contract will be placed on terms and conditions provided by ARIA to the preferred bidder. Would you be able to accept terms and conditions provided by the supplier?	ARIA's preference is to contract under our terms. We would consider contracting under supplier Ts&Cs for this service, subject to ARIA's review of the proposed terms and the proposed terms being aligned with ARIA's contracting principles. We suggest you attach the proposed terms, as an Annex, to your bid.
Reporting	Under 'Reporting' within the RFP, it states that the supplier will be required to provide quarterly reports, is this for infrastructure, endpoints or both?	Quarterly reporting would include aspects such as, service availability, service usage metrics, incident tracking, performance metrics and compliance status. Definitions of each of these are captured within the RFP document. The exact format of the reporting would be agreed with ARIA and the successful bidder upon signature of the contract.