

FAQs: SCM001-2026 Microsoft agreement, Subscription and Licensing and Microsoft Teams Operator Connect Services (3-Year Term) bidder's questions

Question 1: Reference: Section 3.5.1 – Licensing and Bundled Voice Services, specifically the Local Calling Requirement, which states that the solution must provide either:

Unlimited local calling to landline and mobile numbers; or

A minimum of 600 minutes per user per month, with the bidder clearly stating whether the service is unlimited or capped, and any applicable fair usage policies.

Microsoft Teams Operator Connect services do not natively support the allocation or enforcement of fixed monthly minute allowances on a per-user basis. Instead, call usage is typically managed through tenant-level pooled consumption and reporting.

Please confirm whether a Microsoft Teams Operator Connect solution that provides bundled voice services with tenant-level call management, rather than enforcing a fixed allocation of 600 minutes per individual user per month, will be considered compliant with the requirements of Section 3.5.1, provided the proposed solution clearly states whether the service is unlimited or subject to a tenant-level fair usage policy.

Alternatively, should bidders interpret this requirement as mandating the ability to enforce individual per-user monthly minute allocations, which would preclude the use of standard Microsoft Teams Operator Connect calling plans?

Response 1: *The intent of Section 3.5.1 is to ensure that Wesgro receives a bundled local calling service that provides sufficient voice capacity for all users and transparent consumption management.*

Bidders may propose either:

- *Unlimited local calling to landline and mobile numbers; or*
- *A bundled calling service that provides a minimum equivalent of 600 minutes per user per month.*

Wesgro acknowledges that Microsoft Teams Operator Connect solutions may utilise pooled or tenant-level call management models rather than enforcing individual user minute allocations. Accordingly, solutions based on pooled consumption models will be considered compliant, provided that bidders:

- *Clearly state whether the service is unlimited or subject to a fair usage policy;*
- *Describe how call usage is managed and monitored;*
- *Demonstrate that the proposed solution provides sufficient calling capacity equivalent to, or exceeding, the minimum requirement; and*
- *Provide reporting capabilities to monitor overall consumption and usage trends.*

The telephony services are expected to be managed by the Operator Connect service provider as part of their offering, and bidders should describe how their proposed solution aligns with the requirements set out in Section 3.5.

Question 2: The RFP mentions E3 to A5, A is for Academia , should it be E5?

Response 2: *No , A5 as described in the scope of requirements.*

Question 3: What Sophos product is deployed?

Response 3: *Central Intercept X Advanced*

Question 4: How many Endpoints are protected, Windows devices, MAC Devices and Servers?

Response 4: *Windows Devices: 115 , Mac Devices: 4 , Servers: 10*

Question 5: Are the devices Entra Joined, Hybrid Joined, Domain Joined Only, Workgroup Devices, Entra Registered

Response 5: *Domain Joined (Synced to Entra)*

Mimecast Microsoft --> Defender for Office 365

Question 6: Which Mimecast services are currently enabled?

Response 6: *Secure Email Gateway (Yes), URL Protect (Yes), Attachment Protect (Yes), Impersonation Protection (Yes), Data Leak Prevention (DLP) (Yes), Continuity Service (Yes), Email Archiving (Yes), Awareness Training (No)*

Question 7: Any SMTP relays, scanners, applications, or copiers sending mail through Mimecast?

Response 7: *Printer Scanners points to Office 365*

Action1 Patch Management --> Microsoft Intune Update Management

Question 8: Are devices enrolled to Intune

Response 8: *No*

Question 9: Are your devices currently managed by Intune

Response 9: *No*

Entra ID P1 --> Entra ID P2

Question 10: Are identities synchronized from on-prem AD?

Response 10: *Yes*

Which P2 features are you planning to use?

Privileged Identity Management (PIM)	Yes
Identity Protection	Yes
Risk-based Conditional Access	Yes
Access Reviews	Yes
Entitlement Management	Yes
Identity Governance	Yes
Lifecycle Workflows	Yes

Existing DLP Controls --> Microsoft Purview

Question 11: Does Wesgro require Consulting to enable E5 features such as Defender For Endpoints P2, Defender for Office P2, Defender for Identity, Defender XDR, Intune or Purview or is this request only for Licensing?

Response 11: *Yes, as per the scope of requirements the appointed service provider must migrate Wesgro from E3 + 3rd party services to A5 (Defender for endpoints, office etc.) Refer to section 3.4*

Question 12: Does Wesgro require a Cloud managed service for the M365 environment, or are there staff currently fulfilling this role?

Response 12: *Yes, for technical support only.*

Question 13: Does Wesgro currently have a call desk?

Response 13: *No. Not required for this procurment.*

Question 14: Does Wesgro expect **full Azure managed services**, or only subscription administration?

Response 14: *Only subscription administration.*

Question 15: Who is responsible for:

- Azure resource provisioning
- Cost optimisation
- Security configuration
- Patch and lifecycle management

Response 15: *Wesgro and existing service providers.*

Question 16: Is there a requirement for **Azure landing zone / governance redesign**?

Response 16: *No, Azure is already setup.*

Question 17: Does Wesgro require **FinOps services (budgeting, forecasting, cost optimisation)**?

Response 17: *No,*

Question 18: Should the provider implement **Azure Policy, RBAC, and governance frameworks**?

Response 18: *No,*

Question 19: What level of **monitoring and alerting** is expected (Azure Monitor, Log Analytics)?

Response 19: *N/A*

Question 20: Is the provider responsible for **backup, DR, and business continuity**?

Response 20: *Wesgro and existing providers share the responsibility. The scope of requirements does not include these services.*

Question 21: Are **DevOps pipelines and environments** also in scope for management or just licensing?

Response 21: *Licensing only.*

Sophos Endpoint --> Microsoft Defender for Endpoint

Question 22: What is the current product configured for DLP, if any?

Response 22: *None*

Existing Compliance and Governance Reporting --> Microsoft Compliance Manager

Question 23: What is the current product configured for Compliance and Governance in the organisation.

Response 23: *None*

Question 24: With reference to the mandatory requirement for Proof of valid Microsoft Operator Connect accreditation, kindly provide more details of what this accreditation means. As a Microsoft Partner, we are trying to understand the need for this accreditation in terms of the RFQ specification.

Response 24: *The intention of this mandatory requirement is not to require a separate Microsoft certification known as "Microsoft Operator Connect accreditation," but rather to ensure that the proposed Microsoft Teams Operator Connect solution is delivered by a telecommunications provider that is authorised by Microsoft to provide Microsoft Teams Operator Connect services.*

Bidders may satisfy this requirement by submitting one or more of the following:

- Proof that the bidder is a Microsoft-approved Operator Connect telecommunications provider; or*
- Where the bidder is acting as a reseller or Microsoft partner, proof of a formal partnership or authorisation with a Microsoft-approved Operator Connect provider that will deliver the service; or*
- Official documentation from Microsoft confirming that the proposed Operator Connect provider is authorised to deliver Microsoft Teams Operator Connect services.*

The purpose of this requirement is to ensure that the proposed solution is supported through Microsoft's Operator Connect programme and that the successful bidder has the necessary authority and capability to provision, manage and support the required telephony services.