

Brussels, 22/08/2025

## Questions 14 to 18 for *Call for tender - IT management services (outsourced)*

### Questions on general objectives and expectations

**14. In the tender documents, multiple references are made to “servers” (plural). However, in the Financial Form (column E5), the indicated quantity is “1”.**

- Does this refer to one physical server dedicated to backup?
- Is this a Windows Server?
- Are there Virtual Machines (VMware ESXi / Microsoft Hyper-V) running on this server that also require monitoring?

**Answer:** We do not have any physical or virtual servers in our infrastructure. Only a cloud server is in place, therefore the references to servers is simply to our cloud server. There is no dedicated Windows Server. No virtual machines (VMware ESXi / Microsoft Hyper-V) exist or require monitoring.

**15. Is the firewall the only network component to be managed, or should other devices (e.g., Wi-Fi access points, switches, NAS/storage units, UPS systems, or other appliances) also be included?**

**Answer:** The firewall and wi-fi access points are included among the network components to be managed.

**16. Telavox – Is this information for our awareness only? We did not identify a specific request for IT provider support regarding the telephony system. Would acting as a liaison with the external provider (Telavox) be sufficient?**

**Answer:** This is provided for awareness only. Acting as a liaison with the external provider (Telavox) would be sufficient.

**17. Support for standard commercial off-the-shelf (COTS) software and cloud-based tools – Does this refer exclusively to Microsoft 365 applications, or are there other tools to be supported?**

**Answer:** This mainly refers to Microsoft 365 applications. No additional tools beyond M365 are foreseen at this stage.

18. As the current licenses (Microsoft 365 Business Standard) do not include Intune, how is software installation and updating managed today? Is SCCM installed locally on the previously

**Answer:** We do not use Intune or SCCM. Instead, software installation and updates are managed via an external, third-party cloud-based RMM tool.