

Government IT Services Transformation Initiative (GITS)

REOI Scope and Draft TOR Consultation Guide

Request for Expression of Interest / Market Consultation Package

Document purpose	Guidance for reviewing and commenting on the Draft Terms of Reference and Conformity Tables.
Process status	Market consultation / expression of interest. Not a tender and not a binding proposal stage.
Scope principle	All listed GITS service towers are in scope for this REOI and should be considered as part of one integrated service model.
Submission method	Comments must be submitted through the official TOR and Conformity Table comment matrices.

1. Purpose of this guide

This guide explains how interested parties should review the Draft Terms of Reference and the Conformity Tables issued with the REOI package. **Its purpose is practical:** to help respondents provide structured, comparable, and useful comments on scope, service delivery, technical requirements, commercial assumptions, and implementation feasibility.

The Draft Terms of Reference and Conformity Tables are consultation drafts only. They are issued to validate the future service model and requirement set before final procurement documents are prepared. They should not be treated as final tender requirements.

2. Controlled terminology for the REOI scope

The following terms and abbreviations should be used consistently across the REOI package and in respondent submissions:

Service tower	Abbreviation	Meaning for this REOI
Workplace and Workstation as a Service	WaaS	Managed end-user workstation services, including devices, accessories, preparation, deployment, support, lifecycle, refresh, and return.
Virtual Desktop as a Service	DaaS	Virtual desktop / VDI-based service profiles for defined user groups, subject to technical, security, network, and performance validation.
Managed Print as a Service	PraaS / Print as a Service	Managed printing equipment and related services, including secure print, consumables logic, fleet monitoring, support, and lifecycle handling.
Managed Network as a Service	NaaS	Managed network equipment services, including switching, routing, NGFW, SD-WAN, Zero Trust-related network

Service tower	Abbreviation	Meaning for this REOI
		controls, monitoring, firmware lifecycle, and spares.
Unified Communications as a Service	UCaaS	Managed voice, SIP telephony, IP telephony and related communication equipment/services, where required by the Draft TOR and Conformity Tables.
Managed Wireless LAN as a Service	WLANaaS / WiFi as a Service	Managed wireless LAN services, including Wi-Fi access points, controller or management model, secure access, monitoring, support, and lifecycle management.
Managed Meeting Room and Collaboration Equipment as a Service	Meeting Room / Collaboration Equipment as a Service	Managed meeting-room, conference-room, collaboration and related equipment services, including commissioning, support, replacement, and reporting.

3. REOI service scope

For this REOI, all service towers listed below are within the mandatory consultation scope. They should be reviewed as parts of one integrated GITS service model, not as unrelated or secondary components. Respondents should therefore comment on their ability to cover the full scope directly or through a consortium, joint venture, OEM partnership, subcontracting arrangement, leasing/financing partner, or other delivery structure, while maintaining single-point accountability through one Prime Contractor or Lead Member.

Abbreviation	Service tower	Feedback focus
WaaS	Workplace and Workstation as a Service	Service classes, user profiling, device lifecycle, deployment, imaging/staging, support model, replacement, refresh, secure return, pricing per service unit.
DaaS	Virtual Desktop as a Service	Applicable user groups, VDI/DaaS delivery model, network and latency prerequisites, performance, data residency, security, integration dependencies.
PaaS / Print as a Service	Managed Print as a Service	Fleet model, secure print, consumables, maintenance, meter/usage reporting, device monitoring, cost structure, refresh and return.
NaaS	Managed Network as a Service	L2/L3 switches, routers, NGFW, SD-WAN and Zero Trust-related controls; installation, commissioning, monitoring, firmware lifecycle, spares, support.
UCaaS	Unified Communications as a Service, including Managed Voice and SIP Telephony	IP telephony, managed voice/SIP telephony, communication endpoints, integration assumptions, service continuity, support, reporting and replacement.

Abbreviation	Service tower	Feedback focus
WLANaaS / WiFi as a Service	Managed Wireless LAN as a Service	Wi-Fi access points, management architecture, secure authentication, coverage assumptions, monitoring, support, firmware lifecycle and replacement.
Meeting Room / Collaboration Equipment as a Service	Managed Meeting Room and Collaboration Equipment as a Service	Meeting-room and collaboration equipment, installation, commissioning, operational support, replacement, lifecycle management and service reporting.

4. Common service obligations to be tested

Respondents should review whether the following common obligations are realistic, complete, measurable, and commercially implementable across the full integrated service scope:

- acquisition, leasing or service-based provisioning model;
- logistics, staging, configuration, commissioning and deployment;
- service desk, incident management, request fulfilment, field and desk-side support;
- asset and configuration records, including serial numbers, location, assigned users and lifecycle status;
- monitoring, reporting, SLA/KPI measurement, service credits and escalation;
- security hardening, patching, firmware/software lifecycle, vulnerability management and incident notification;
- acceptance testing, evidence, documentation and audit support;
- refresh, replacement, return, secure data erasure, exit and transition-out support.

5. Scope boundaries

Respondents should not include comments, pricing, delivery assumptions, or service proposals for excluded workstreams unless the relevant issue is strictly necessary to identify an interface, dependency, or implementation risk for the GITS service towers listed above.

Boundary item	Treatment in this REOI
Microsoft 365 / Microsoft Cloud	Excluded. Products, licences, subscriptions, tenant services and related support are handled under a separate workstream. Interface dependencies may be noted only where necessary.
Apple-related scope	Excluded unless separately authorized by ISAA.
Data center / core hosting / unrelated central platforms	Excluded unless expressly required as an interface or dependency for DaaS, UCaaS, WLANaaS, NaaS or another in-scope service tower.
Final tender quantities and binding prices	Not requested at this stage. Respondents may provide commercial structure, price drivers and pricing methodology, but should not treat the REOI as a binding financial proposal.

6. How respondents should comment

Comments should be submitted through the official matrices. Each comment should be specific enough to allow ISAA to decide whether a requirement should be retained, clarified, amended, split, softened, strengthened, or removed.

Required element	Expected content
Document and reference	Identify the Draft TOR section, Conformity Table, row number, requirement ID or clause being commented on.
Comment classification	Use one of the classifications in Section 7.
Issue identified	Explain the practical, technical, commercial, operational, legal, security or competition-related issue.
Impact	State whether the issue affects feasibility, cost, delivery time, competition, supportability, cybersecurity, SLA compliance or integration.
Proposed solution	Provide revised wording, an alternative threshold, an equivalent requirement, or a recommended implementation approach.
Evidence or rationale	Where possible, support comments with market practice, delivery experience, standards, manufacturer guidance or implementation constraints.

7. Comment classifications

Classification	Use when
No objection	The requirement is clear, realistic and market-standard.
Clarification needed	The requirement is feasible but wording, evidence, responsibility, measurement method or acceptance criteria should be clarified.
Commercial / cost driver	The requirement is feasible but materially affects price, financing, lease structure, spare-pool cost, support cost or transition cost.
Implementation dependency	The requirement is feasible only if specific prerequisites, sequencing, site readiness, user data, technical interfaces or approvals are available.
Competition / proportionality concern	The requirement may unintentionally limit competition, favour a narrow solution, or be disproportionate to the pilot scope.
Security / compliance concern	The requirement may need adjustment to align with cybersecurity, data protection, logging, monitoring, audit, or compliance practice.
Alternative proposed	The respondent proposes a functionally equivalent or better approach, wording, threshold, evidence method or delivery model.
Not feasible	The requirement is not practically achievable, not market-standard, or would create unacceptable delivery, cost, legal or operational risk.

8. Priority feedback areas

ISAA particularly requests focused feedback on the following areas:

Area	Feedback requested
Integrated service accountability	Whether the full mandatory scope can be delivered under one Prime Contractor / Lead Member model, and what partner structure would be realistic.
Service tower interfaces	How WaaS, DaaS, PraaS, NaaS, UCaaS, WLANaaS and meeting-room/collaboration services should interface operationally and contractually.
Service classes and conformity tables	Whether the service classes and technical requirements are clear, comparable, non-restrictive and capable of being evidenced.
Transition and deployment	Realistic sequencing, site readiness, user profiling, migration/deployment waves, stabilization and fallback arrangements.
SLA/KPI model	Realistic thresholds for availability, response, resolution, replacement, service credits, reporting and escalation.
Security and evidence	Proportionality of hardening, logging, monitoring, patching, vulnerability management, incident reporting, acceptance evidence and audit support.
Commercial model	Appropriate pricing units, including per user, per device, per service class, per room, per site, per bundle or hybrid models; treatment of one-time costs and expansion.
Exit and reversibility	Practical requirements for secure return, data erasure, configuration handover, asset records, knowledge transfer and transition to a successor provider.

9. Use of market feedback

ISAA will use the comments received to refine the Draft TOR, Conformity Tables, service model, contractual assumptions, commercial structure, SLA/KPI approach and future procurement package. Feedback may lead to clarification, amendment, restructuring or removal of requirements. Participation in this consultation does not create any right to award, shortlisting or preferential treatment in any future procurement process.

Information of general relevance may be consolidated, anonymized and shared with registered participants through Q&A responses or consultation outputs. Respondent-specific confidential information will not be disclosed, subject to applicable law and official information-management rules.