Answer outline: Managed Detection and Response (MDR) Service

The Cambridge Housing Society Limited (CHS) | Notice 108226-2026. One section per scored question. Structure and evidence suggestions are ours; what is scored and the limits are the buyer's.

Functionality matched against the specification (weighting 40%)

Matrix rows: *R004*

What the evaluator is scoring: How fully the service meets the specification. The only specification published is the PSQ 2.4 scope list (17 items, matrix R034 to R050) plus 12 requested details (R051 to R056). No question or scoring scale is published, so ask the buyer.

Source: *Find a Tender notice 108226-2026.json, field tender.lots.0.awardCriteria.criteria.1*

Suggested structure:

- Opening summary: the service in one paragraph, mapped to CHS's scope.
- Compliance table: each of the 17 scope items, how you deliver it, with which tool and team.
- Operating model and the split of responsibilities between CHS and you (detail 1).
- Technology stack; Microsoft 365 and Entra ID integration (details 2, 3); Windows, iOS and Android endpoint coverage (selection criterion).
- Detection, hunting, containment and incident response, including major incidents (details 4, 5).
- SOC model and locations; data processing, retention and residency (details 6, 8).
- Severity levels, response times and service levels; reporting and dashboards (details 9, 10).

Evidence to include:

- Severity and service level table with response and containment times
- Anonymised sample monthly report or dashboard
- Certifications and independent assurance actually held (detail 7)
- Short case study from a housing, public or third sector client

Limit: No limit stated in the documents.

Degree of future-proof capability (weighting 10%)

Matrix rows: *R005*

What the evaluator is scoring: Not defined beyond the criterion name. Our reading: how the service keeps pace with new threats and with changes to CHS's environment over a term of up to five years. Ask the buyer what they will mark.

Source: *Find a Tender notice 108226-2026.json, field tender.lots.0.awardCriteria.criteria.2*

Suggested structure:

- How new detections and threat intelligence reach CHS without extra cost.
- Product and service roadmap for the contract term.
- Scaling as users and endpoints change, including the extension years.
- Continual service improvement process (a scope item).

Evidence to include:

- Roadmap items with indicative dates
- Example of a detection or capability added for existing clients in the last year
- Continual service improvement log or review agenda

Limit: No limit stated in the documents.

Consultancy Support (weighting 7.5%)

Matrix rows: *R006*

What the evaluator is scoring: Not defined beyond the criterion name. Related scope items: access to security specialists and escalation resources, security reporting and service reviews, vulnerability and exposure insights.

Source: *Find a Tender notice 108226-2026.json, field tender.lots.0.awardCriteria.criteria.3*

Suggested structure:

- Roles available to CHS (service manager, analysts, incident responders) and how CHS reaches them.
- Advisory time included in the price versus chargeable extras.
- Service review frequency and agenda.
- What vulnerability and exposure insight CHS receives, and how often.

Evidence to include:

- Team structure and role profiles
- Sample service review pack
- Rate card for additional consultancy (also feeds the price)

Limit: No limit stated in the documents.

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Implementation and Mobilisation (weighting 7.5%)

Matrix rows: *R007*

What the evaluator is scoring: Not defined beyond the criterion name. The PSQ asks for the service to be in place by 6 Jan 2027 (3.3), the staff available for it (3.4), and onboarding, implementation and transition arrangements (2.4, detail 11).

Source: *Find a Tender notice 108226-2026.json, field tender.lots.0.awardCriteria.criteria.4*

Suggested structure:

- Week-by-week plan from award letters (17 Dec 2026) to go-live (6 Jan 2027), covering the holiday period.
- Agent deployment for Windows, iOS and Android; Microsoft 365 and Entra ID connectors; tuning.
- Named mobilisation team and the inputs needed from CHS.
- Go-live risks and mitigations; transition from any current provider.

Evidence to include:

- Mobilisation plan (table or Gantt)
- An onboarding from a reference client, with actual durations
- Staff numbers available for this contract (PSQ 3.4)

Limit: No limit stated in the documents.

Price (weighting 30%)

Matrix rows: *R003*

What the evaluator is scoring: The price bid, weighed against quality to find the Most Advantageous Tender. No pricing schedule, scoring formula or price basis is published, so ask the buyer.

Source: *Find a Tender notice 108226-2026.json, field tender.lots.0.awardCriteria.criteria.0*

Suggested structure:

- Annual charge for years 1 to 3, and for optional years 4 and 5.
- Unit basis (per user, endpoint or identity) and the volumes assumed.
- One-off onboarding charge, if any.
- Included versus extra (incident response hours, forensics, consultancy).
- Assumptions and exclusions.

Evidence to include:

- Licensing and commercial model (PSQ 2.4, detail 12)
- Rate card for extras

Limit: No limit stated in the documents.

Social Value (weighting 5%)

Matrix rows: *R008, R085*

What the evaluator is scoring: Social value pledges score 3 points if delivered within CHS communities, 2 within Cambridgeshire, 1 in the wider community. Pledge types: donation, employment or apprenticeship, work experience, staff volunteering, legacy initiative.

Source: *2. Social Value Initiative for New Contractors including scoring for tender.docx, p.1*

Suggested structure:

- One line per pledge type you can commit to.
- For each: what, how much, where (CHS communities first), when, and how it will be reported.
- Link pledges to CHS's Social Impact Partnership options (four campaigns, Christmas Shoe Box Appeal, mentoring, tenant work experience).

Evidence to include:

- Only commitments the firm will fund and track
- Social value already delivered elsewhere, if any

Limit: No limit stated in the documents.

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