



CLOSING DATE FOR SUBMISSIONS – 5PM (UK TIME), 21st APRIL 2023
CLARIFICATION QUESTIONS AND RESPONSES

The National Archives has received a number of clarification questions relating to this opportunity. Those questions, and their associated responses, can be found below.

Q1: Please could you let us know if you have a Citrix software support contract in place?

A1: We do have a citrix software support contract. Further details of our support contracts will be given to the chosen supplier post award.

Q2: Would you be willing to do a consultation with our [team] regarding your project via teams?

A2: Unfortunately, we are unable to conduct individual calls with suppliers during the tender process. If there are any clarification questions they need to be submitted via email with the understanding that they may be shared with other suppliers if deemed relevant by us.

Q3: We would like to clarify if we must elaborate on the services mentioned in section 4.3 a to l in the ITT document or if the mere confirmation that we can do all the services is sufficient as requested.

A3: We would like a concise paragraph for each of these services mentioned in Section 4.3 confirming you are able to meet the requirement.

Q4: How large is the onsite TNA support team and what qualifications/experience do they hold?

A4: We have a staff establishment of 36 in our IT Team and qualifications and experience varies.

Q5: Can you provide details of your existing external network connectivity?

A5: We have dedicated internet circuits and MPLS; further details will be given to the chosen supplier post award.

Q6: Do you hold hot spares of equipment to allow rapid restoration of services with the stipulation timelines? What are the delivery timescales with your hardware suppliers for replacing equipment?

A6: We do not hold hot spares of equipment on site. Delivery timescales vary depending on manufacturer or are included within the support contracts.

Q7: What systems and tools do you currently have in place for monitoring the network?

A7: We have a number of network monitoring tools; further details will be given to the chosen supplier post award.