![The National Archives]

CREATION OF ENTERPRISE MOBILITY PLATFORM
DEADLINE FOR SUBMISSION OF PROPOSALS:
12 NOON FRIDAY 2ND FEBRUARY 2018

CLARIFICATION QUESTIONS AND RESPONSES

The National Archives has received a number of clarification questions. Those questions and their associated responses are detailed below.

Q1. Section 3 list 'Containment' as a requirement, please can you expand on your requirement in this area
A1.The solution must keep all corporate data and applications contained. It should not be possible to leak corporate data onto the unmanaged device and vice versa.

Q2. Section 3 list SSO for all 600 users. Is this just to web applications or for windows based applications as well?
A2: Windows based applications must be supported, an example of this is the 8x8 Virtual Office Client.

Q3. If applications are windows based do they need to be delivered to non-windows BYO platforms by this solution?
A3: Yes, although this may be achieved through web applications.

Q4. Core Resources – Exchange – Should the solution provide access to OWA or also full Windows Outlook client?
A4: OWA would be sufficient.

Q5. Core Resources – EDRMS – Is this 100% web solution or does it have a windows installed component?
A5: The Web application would be sufficient.

Q6. Core Resources – EDRMS – What authentication options does the current solution support/ integrate with?
A6: Active Directory. This is currently located on premise.

Q7.Core Resources – 8x8 cloud – Web Portal or windows application?
A7: Windows application. Although it is possible to install this already on any internet connected device as it contains little or no sensitive data.

Q8. Core Resources – HTTP:// - what authentication options are supported – AD/SAML etc.?
A8: AD – On premise
Cloud - SAML2

Q9. What Hosted Desktop solution is in place to allow integration to be scoped?
A9: There is currently no hosted desktop solution in place.

Q10. Clarification – Citrix Gateway = Citrix Unified Gateway?
A10: Yes

Q11.Section 4 – Security – Foot print on device – we assume sandboxed, encrypted foot prints are ok.
A11: We accept there may need to be a sandboxed, encrypted footprint. However, we would like the footprint on users own devices to be as small as possible.

Q12. Section 4 – Security – Data extraction – Please clarify do you mean as an exit strategy from the solution or how the solution prevents data leakage?
A12: How the solution prevents data leakage.

Q13. Will TNA have sufficient knowledge, bandwidth and man power to support the new solution?
A13: The support will depend on the proposal submitted please state clearly what you think TNA effort will be needed to implement your solution. We have a Service Desk and Infrastructure team which would provide 1st/2nd line support. Any issues that could not be resolved by them would need to be escalated to the supplier (3rd line).

Q14. Please can you tell me what 2FA you are currently using?
A14: The solution must support multiple factor authentication to keep our corporate services secure. Our current solution is Active Identity. More information here https://www.hidglobal.com/ on the 2FA solution to ensure that both Citrix and VMware will integrate successfully.

Q15. Would you like us to include pricing for VMware Airwatch as a full MDM tool OR after researching VMware Workspace One have you found it includes all the mobile management features that you require?
A15: We understand that the Workspace One and Airwatch products have or are in the process of being merged. Either way, we would require full MDM.

Q16. When do you require the solution to be implemented by?
A16: This project needs to be delivered by 31/03/2018.

Q17: Please may it be clarified why The National Archives have discounted Microsoft Enterprise Mobility and Security (including Intune for MDM and MAM, Azure AD Premium, Conditional Access, Azure Application Proxy for publishing confluence) from the options published? As we believe this would potentially offer more value to the taxpayer.
A17: We have considered this option however, it was felt that it did not meet our requirements.

Q18: For the comprehensive support, you mention an escalation model, would you require 1st, 2nd & 3rd line support on the service? Or do you have in-house technical teams that will resolve the day to day incidents and would require SBL to act as 3rd line support for any incidents?
A18: We have a Service Desk and Infrastructure team which would provide 1st/2nd line support. Any issues that could not be resolved by them would need to be escalated to the supplier (3rd line).

Q19. Please clarify the statement 'solution must allow SSO capability for all 600 staff.'
A19: The solution must allow unified access to resources, which may be located within the on premise datacentre or in the cloud. One particular issue that the solution must resolve is that users currently use separate credentials or at best have to re-enter credentials when accessing services located in the Cloud. An example of this is 8x8 Virtual Office https://www.8x8.com/cloud-phone-systems/virtual-office-editions and our IT Service Desk system Alemba Vfire https://alemba.com/vfire

Q20. Please can we have more information on the EDRMS application
A20: Our EDRMS application is currently Objective ECM 8.It is sufficient for the purposes of this ITT to present the web version of this via https://

Q21. Please can you clarify 'Comprehensive Support'
A21: We require a structured escalation model during normal business hours which must cover any software and hardware proposed.

Q22. What is the word count of the proposal?
A22: We will not be assessing proposals based on the word count.

Q23. Is TNA only going to consider proposals using these two solutions?

- *· Citrix Gateway*

- *· VMWare Workspace One "*

A23: TNA has reviewed the market and has identified these two solutions that potentially meet our complex requirements. Therefore we will only be reviewing responses for those technologies at this stage.