

THE NATIONAL ARCHIVES

NETAPP SUPPORT

OPEN COMPETITION

CLARIFICATION QUESTIONS AND RESPONSES

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

Q1: *We note that the Buyer wishes to use their own terms for this transaction rather than a pre-approved framework and that time may not permit full review and negotiation. Would the Buyer therefore accept that the Form of Tender on the basis that the final contractual terms and conditions can be mutually agreed between the Supplier and the Buyer, including such changes to the contractual terms and conditions as reflect the commercial, off-the-shelf nature of goods to be provided, sourced from third-party providers?*

A1: We are prepared to discuss contract terms with the preferred supplier.

Q2: *In order to obtain a quote from NetApp I've been advised I need a signed copy of a Data Protection form.*

A2: Our NetApp contact has asked that you contact her in the first instance about this. Her contact details are:

Kate Mitchell-Gears

Client Executive – Higher Education & Research

Phone +447920547021

Kate.Mitchell-Gears@NetApp.com

Q3: *Do you have part numbers for the disk shelves so that we can quote accurately?*

A3: The part number for the Net App disk shelves is as follows:

- DS212C-07-4.0-12B-2P-SK

Q4: *For the support of the NetApp disks, would this require on-site fitting of any faulty disks or can remote walk-through be provided?*

A4: For simple faulty disk swaps, an on-site fitting service would not be necessary as these can be handled by the in-house infrastructure team. For anything more complex, a remote walk-through service or an onsite engineer visit may be required.