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| **Question** | | **Answer** |
| 1. | In reference to the MPLS solution, it is stated that the current arrangement with Virgin Media is to end November 2017. Will the solution enter a rolling agreement so a potential new solution will begin no later than 31st March 2018 or will you be looking to implement a new solution for the end of the current arrangement in November? | We are seeking to re-negotiate a rolling 90 day arrangement with Virgin and then give that notice if applicable based upon the solution proposed upon the appointment of our new supplier |
| 2. | If it is entering a rolling agreement will this be a 3 month termination period (90 day) you will have to provide to Virgin Media? | As above |
| 3. | Network Infrastructure – What is the approximate number of staff per site and what would you be expecting each member of staff to have connected to the network? I.e. Desk phone, PC | The tender specifies 65 Company and 40 Public users. The phones are already in place/not part of the tender, so if you could split those figures into the three sites, that gives them the info they need. You may wish to add the number of tablets that will be in use |
| 4. | What cabling is present at each site, is this CAT5e or CAT6? Is there  a requirement to add any additional network access points? | Cat5e |
| 5. | Do you know the sizes of the network cabinets at each location? | Darlaston – 21u floor standing; Bloxwich – 12u wall mounted; Challenge – 42u floor standing plus 15u wall mounted |
| 6. | Is wireless access for staff only or will you be providing guest access? | Provide for both as this is undecided at present |

**Q & A for potential suppliers (1)**

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| 7. | Having viewed the building on google maps, could you confirm these locations are approximately shop unit sizes? | Darlaston/Bloxwich – yes. Challenge – do you have a square metreage/footage figure you could provide? This answer will be provided on the next upload |
| 8. | Mobile Solution – Is this both a telephone system and mobile solution? How many staff would require tablets/mobile data sims/ mobile handsets? | Phone system already in place, but any mobile solution needs to integrate with the existing system via a SIP application |
| 9. | Would the organisation be looking to have an Opex solution to IT service or is a Capex model preferred? | They should supply both |
| 10. | The document that is provided does provide us with an overview but further information is required i.e. for the mobile solution the document details that a solution is required, but there is no detail around specifics i.e. number of users, data requirements. In addition there is no specifics around whether a particular operation system is required i.e. IOS or Android. | No specific requirement on IoS or Android. They can offer their opinion/ recommendation on which is their preferred route and give reasons why  Amounts of handsets/ SIM’s is:  40 no. Users with UL voice/ texts with 1GB data per month  10 no. Data SIM’s with 5GB usage per month |
| 11. | We would need to know further detail around the core applications that are running over your network to help assist with this project and choosing the relevant devices. | Core apps are MS office and browser-based apps.  We use a lot of bespoke systems mostly web based but this answer will be updated on the next upload |
| 12. | The document also details that a WiFi solution is required, again to provide any sort of accurate response to be able to accurately detail how many AP’s for example, we would need to understand the schematics of the offices and users per site to ensure a correct coverage. | 4 x AP’s for each shop  6 x AP’s for Challenge  Advise that no cabling will be required and they can assume it is in situ for the purposes of their proposal. |

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| 13. | Whilst looking at the infrastructure there is no mention around number of ports etc and although there is some detail on number of users connecting to the servers there is no detail around how many users would be desktop based, remotely based and therefore require remote access etc. All this information is required to ensure our response is tailored to your organisation. | Number of office-based users is as per the tender document. A figure of 35 users should be worked with when specifying remote access systems |
| 14. | There is no mention of budgets, just wondering if there is a upper level budget or expected target bracket for the final costs | We are looking at a cost control exercise and want to reduce our current confidential spend. Bidders are invited to present more than one option/service and to offer their most competitive prices |
| 15. | Please can you provide appropriate network topology diagrams. | Within the stated topology of the four locations we are looking for proposals suggesting the most beneficial way to set up the network |
| 16. | How many users are we supporting?  The document mentions 800 AD accounts but also contains mention of 65 company users and 40 public users – please can you clarify. | The 40 public users are concurrent – a maximum of 40 of the 800 AD accounts are used at a time |
| 17. | What Services are being hosted within the existing DC and where is it located? | All of the services listed in the bullet points under Server hardware. The current DC is located at the outgoing IT supplier’s premises in Walsall |
| 18. | Is e-mail on-premise or Office 365 Cloud and what is your preference is this regard? | We are looking for a case to be made by potential suppliers – there is no preference from ourselves |
| 19. | What are the retention times for backing up data? | Usually 28 days but we are looking for your suggestions in particular in ensuring compliance with regulations such as GDPR |
| 20. | What are the RTO (Recovery Time Objective) and RPO (Recovery Point objectives)? | These will be discussed with the organisations selected to attend the presentation day on 2nd October. As we run a number of projects that are dependant on systems to deliver to our customers we do expect our business continuity to be very fast but appreciate depending on the system infrastructure |
| 21. | What requires backing up? | Currently, the virtualised servers are backed up as snapshots and all file/server registry data is backed up. We would want to have a new system that provides the most robust continuity arrangements possibly. |
| 22. | Network Infrastructure | CAT5e |
| 23. | How many POE ports are required for each sites? | 8 ports at Challenge, 6 ports at other sites. |
| 24. | We need to understand the reasons for QOS – what else is being run over the network (video etc.)? | There is no immediate QoS requirement but network equipment should be QoS-capable |
| 25. | What size offices do they have, where are these located and do you have diagrams of the layout – APs, cable runs etc…? | To be provided at the next update |
| 26. | Office layout for AP’s , cables runs etc? | For the purpose of this tender, assume all cabling is in situ |
| 27. | Please could you provide details of the existing Ethernet & MPLS. | MPLS links are 100MB on a GB bearer |

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