

## THE NATIONAL ARCHIVES

### NETAPP SUPPORT

### OPEN COMPETITION

#### **DEADLINE FOR SUBMISSIONS – 12PM (UK TIME), 29TH SEPTEMBER 2023**

The National Archives has a requirement for the NetApp support service outlined below.

Please respond to this requirement by submitting your proposal to [procurement@nationalarchives.gov.uk](mailto:procurement@nationalarchives.gov.uk) by 12pm (UK time) on Friday 29 September 2023, specifying your total price.

The support service level required is **NetApp SupportEdge Standard NBD (Next Business Day) Parts Replace, including NRD (Non-Returnable Disk Plus Service)** for the products detailed in Table 1 below. The service may be supplied on either a pass-through basis direct to NetApp, or alternatively by a NetApp Star partner as a NetApp Support Serviced Certified (SSC) item. Please provide pricing for a service period of 37 months up to the product's last support date (EOSL), i.e., from 01/11/2023 to 30/11/2026.

If you would like any further information about NetApp and the support service required, please contact:

Kate Mitchell-Gears  
Client Executive – Higher Education & Research  
Phone +447920547021  
[Kate.Mitchell-Gears@NetApp.com](mailto:Kate.Mitchell-Gears@NetApp.com)

If you have any clarification questions, please submit these to [procurement@nationalarchives.gov.uk](mailto:procurement@nationalarchives.gov.uk) by 12pm (UK time) on Friday 22 September 2023.

The contract to be awarded to the lowest-priced compliant bid.

The contract will be governed by our standard terms and conditions which can be found [here](#). The National Archives reserves the right not to award and to achieve its objectives through other means.

Table 1 – Items requiring NetApp Support

Item Description	Serial Number	Qty	Start Date	End Date	Service Level
NetApp FAS8200 HA Controller and 4 x Disk Shelf 12 x 4.0TB 7.2K Disks SW, Data at Rest Encryption Enabled	211841000091 / 211841000092	2	01-Nov-23	30-Nov-26	NetApp SupportEdge Standard NBD Parts Replace incl. NRD
NetApp FAS8200 HA Controller and 4 x Disk Shelf 12 x 4.0TB 7.2K Disks SW, Data at Rest Encryption Enabled	211841000089 / 211841000090	2	01-Nov-23	30-Nov-26	NetApp SupportEdge Standard NBD Parts Replace incl. NRD