

NETAPP FILER SUPPORT

DEADLINE FOR SUBMISSIONS 5PM, 1 MARCH 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. In reference to the below tender, it states you need require access to firmware. Could I just make you aware that these devices come EOSL 12/31/18 so new firmware shouldn't be released or an issue for the rest of year with that being said would an offer of Third party support be considered?

A1: As stated in the opportunity published on Contracts Finder, the requirement is for NetApp SupportEdge Standard Part Replace Next Business Day or equivalent partner support services, so an offer of third-party support that includes access to new firmware during the service period requested would be acceptable. If such level of cover would only be available for part of the service period but not the entire period due to EOSL, please state this clearly in your response.

Q2. [Question redacted]

A2: We suggest you contact the account manager at NetApp Tom Kinsella directly for pricing. His details as follows:-

Thomas Kinsella (Tom)

Account Manager

Public Sector - Police & Criminal Justice

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