



CITRIX ENVIRONMENT SUPPORT

**DEADLINE FOR SUBMISSION OF PROPOSALS:
12 NOON MONDAY 13 JANUARY 2020**

CLARIFICATION QUESTIONS AND RESPONSES

Q1 You are referring to 300 x Citrix Workspace Service Per User/Device & 2 x Citrix ADC VPX 200 - Advanced Edition as these are the only assets on your Org ID and also, the asset components contain what they refer to in their tender such as Virtual Apps & Desktops.

However, you purchased these on a multi-year in 2018 for 3 years so you are actually covered up until March 2021.

A1. The manufacturer's support runs to 31/03/2021. This tender is about the supplier's support element, which is separate (and extra).

Q.2 Can you confirm that you would like a quote to provide additional supplier support for your Citrix environment?

A.2 Yes that is correct. This tender is about supplier (not manufacturer) support for our Citrix environment.

Q.3 XenMobile

A.3 User License or Device License

Editions:

- . MDM
- . Advanced
- . **Enterprise**

XenApp and Xendesktop

User/Device or **Concurrent User License**

Editions: **we are using cloud version of Citrix, so believe we are using premium.**

- . Standard
- . Advanced
- . Premium

Netscaler

VPX200

Q.4 Your Citrix ORG ID.

Our Citrix ORG ID is 49306515

Q5. How many support calls per month will be logged?

A.5 Approx. 15 in total in the last 12 months (not per month).

Q6. Will the support calls that are logged be via technical IT resources or end users \ who will the winning supplier interface via?

A.6 Technical IT resources

Q.7 Can you confirm the version of Citrix XenApp & Xendesktop?

A.7 VDA 1909.

Q.8 What type of resources are hosted on XenApp & Xendesktop

A.8 Virtualised using Hyper-V.

Q.9 VDI - what operating system?

A.9 MS Windows Server 2016 Standard Shared Host.

Q.10 Session Hosts – what operating system?

A.10 MS Windows Server 2016 Standard.

Q.11 Is there an existing Citrix Environment Support contract in place with an existing supplier.

A.11 Yes.

Q.12 Do you envisage the supplier undertaking any project related activities

A.12 Yes.

Q.13 How will the winning supplier be made aware of system changes to the environment?

A.13 We update our documentation and follow change processes, for example, we can overview all changes that have happened to Citrix in the last month.

Q.14 Do you have any preference on how to structure the payment schedule, e.g. per incident, per month, per annum?

A.14 One-off payment for the 14 months would be preferable.

Q.15. Please can you confirm the type of Citrix licences; on premise or cloud?

A.15 Citrix Cloud Studio (used for Mgmt. and Licensing)

Q.16 The NetScaler's are they VPX or physical?

A.16 VPX200

Q.17 Please confirm the number of Citrix servers within the estate:

A.17 Onsite all servers are virtualised flowed as:

X2 NetScalers Getaways

X2 NPS Servers (Microsoft Azure Auth)

X2 Cloud Connectors

X2 Storefronts

X2 Storage Zones

X4 XenApp Hosts

X2 Xendesktop Hosts

X2 Master Server (Apps/Desktop deployments)

Q.18 With the successful provider support the applications in the VDI image and the XenApp Windows image.

A.18 Windows Server 2016 Standard Hosts

Q.19 Approximately how many Citrix tickets have been raised for support in the last 12 months?

Q.19 Approx. 15

Q.20 Please confirm that all Citrix licences have the appropriate vendor support contract.

A.20 Yes

Q.21 The presumption is that the successful supplier will be dealing with the National Archive Technical Team / Service Desk and not end users directly, is this correct?

A.21 Yes, correct.

Q.22 By having holding Citrix Maintenance on your existing licenses you are entitled to technical support with Citrix. It would be more cost effective to utilise that support and for the supplier to be named as a technical point of contact and manage the call to fault resolution via that route. Would that be acceptable? Or would you like it to go via our contract?

A.22 Yes that would be acceptable.