

Q. Installation of the hardware required?

A. No

Q. Installation of the software / system required?

A. No

Q. Which type of support / care pack type on the hosts?

A. Whatever you would normally recommend? We would be looking at a minimum 5 year life on the kit, so something suitable to cover that, at least for 3 years.

Q. Are no VMWare licenses needed?

A. No, we already have these and will transfer them.

Q. Windows Server 2019 – Are we to presume standard edition?

A. Yes

Q. Office Standard 2019 or Office Professional plus 2019 required?

A. Pro Plus.

Q. What level / SLA of maintenance support is needed for thin clients? is this a service desk function or break / fix, over what term, and what age / detail on current thin clients to be supported?

A. I wasn't anticipating any level of support / SLA for the thin clients as it is simply the supply of the hardware along with the associated warranties. Ongoing support / troubleshooting on the software side will be handled by us, it would only be faulty terminals within the warranty period we would be returning to the successful bidder.

Q. Citrix XenApp Advanced licenses (which is what you described in the tender document) is now called 'Virtual Apps Standard'. Can you confirm that you are aware of this change of name/description and that you wish to be quoted on 13 x Virtual Apps Standard license?

A. Yes this is correct, we would like 13x Virtual apps standard.

Q. 600GB SAS in RAID 1 Discontinued. The next available is 800GB SAS is this OK?

A. Yes this is fine.

With regards to the VMware and Citrix Hosts:

Q. How many years of support are required?

A. We aim to get a minimum of 5 years usage out of these servers, so are happy to go with what you would recommend. Normally a minimum of 3 years which we can extend.

Q. Level of support required - onsite or Return to Manufacture?

A. I think return to manufacturer is fine, but it would be useful to have a cost option for both.

Q. If onsite – Required Service level EG. 24x7 Next Business Day

A. Next business day would be fine.

Clients

Q. How many years of support are required?

A. Standard warranty period is fine, ideally for 3 years.

Q. Level of support required - onsite or Return to Manufacture?

A. return to manufacturer would be ok.

Q. On the 28 x Windows Server 2019 CAL's required are these DEVICE or USER CAL's?

A. These are user CALs please.

Q. Are the VMware servers to be deployed on-premise or off-site data centre?

A. On-premise, delivered to the address listed.

Q. Which version of ESXi 6.5 or 6.7?

A. 6.7, but this isn't required in the quote.

Q. Do you require monitors for the additional Wyse terminals?

A. No

Q. Do you require a Deployment/Installation Service for the two Citrix Hosts?

A. No

Q. For the Microsoft Office 2019 Thin Client Licencing - do you currently run a Key Management Service (KMS)

A. No, we use MAK.

Q. Do you currently have an Open Volume licensing agreement?

A. We have a volume license number and agreement, yes.

Q. Is this new infrastructure or a refresh of the existing environment?

A. This is a refresh of an existing environment.

Q. How has the infrastructure been sized/designed?

A. Our external support company have assessed everything and come up with the numbers.

Q. What software license agreements do NMRN currently have in place for Microsoft and Citrix?

A. We purchase licenses as required and they get added to our volume licensing centre.

Q. Do you know who is your account manager at HPE and/or Dell EMC for Datacentre?

A. We don't have one directly, we tend to go through suppliers for new equipment.

Q. Does the server infrastructure need to be stood up physically on premise or would NMRN consider a private managed server environment in a tier 3 Datacentre?

A. It needs to be on premise.

Q. If on premise, what are the main reasons for standing up physical servers?

A. We have a number of local applications that need to be run locally and so it makes sense for us to maintain a local infrastructure.

Q. Do you require any DR/High availability?

A. No, this has been included in the specs published.

Q. Would you consider a Hybrid On premise/Cloud option?

A. Not at this stage, no.

Q. Would you be willing to have a phone call with us to discuss your requirements further.

A. Unfortunately not so as not to give any suppliers any preferential treatment over others bidding.

Q. Microsoft Licence types to be used?

A. Server can be standard edition, Office 2019 should be Pro Plus. Plus Server CALs.

Q. Specification requirements for Wyse Terminals

A. At the moment we use the 3040 terminals and these work fine. So something similar spec wise to those, unless you would recommend something else.

Q. What's support/carepack length & depth is required for VMWare & Citrix hosts?

A. Minimum of 3 years initially, with the option of extending for 2 further years. I don't think we need NBD, so whatever is the next option down from there.

Q. Has this previously been technically vetted by another company, is this a recommendation?

A. Yes, we have an external support company who have technically confirmed the requirements are all suitable for our estate.