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Clarification Questions Technology Partner

1. Does the scope include supporting your existing infrastructure and applications or will be around transforming the IT landscape with the technologies like D365, O365, cloud and cloud security as mentioned in the RFP?

The scope includes professional services to assist us in the work that is indicated as an illustration in the ITT and other work that is not yet scoped or planned, it does not include support of the infrastructure.

1. Can the services in scope be provided from remote locations wherever possible or it need to be provided with in the customer premises? This question is relevant from provisioning of an offshore based delivery model or a hybrid delivery model.

This will depend on the nature of the work. In most cases we require the work to be carried out on-site but there may be opportunities to work off-site, particularly for follow up work such as document preparation. Access to our systems when working off-site is restricted.

3 Please share the details of data centres and their locations

This requirement is for a call-off contract for professional services carrying out and assisting with work indicated in the ITT. As such we do not believe this question is relevant to providing a rate card for professional services.

4 Please share number of servers in the data centres along with make and model this requirement is for a call-off contract for professional services carrying out and assisting with work indicated in the ITT. As such we do not believe this question is relevant to providing a rate card for professional services.

The rate card will depend on the services the bidder provides but we suggest it should include rates for professional services for a senior consultant or architect, a junior or deployment consultant and engineer services.

5 Whether you use any private cloud or virtualization solution currently and what platform do you use?

Please see answer to Q4.

6 What part of the infrastructure is virtualized or on cloud among the no: of servers specified above?

Please see answer to Q4.

7 Are there any legacy technologies available in the environment like, AS 400, AIX, and HPUX? If yes, please provide details

Please see answer to Q4.

8 No: of servers with any public cloud platforms like AWS, Azure with details on the regions where it is hosted?

Please see answer to Q4.

9 Current email solution with email gateway, no: of mail boxes (User, Shared, Service accounts), DR/Failover architecture details

Please see answer to Q4.

10 Do you have active directory as the directory services? Do you have multiple domains or a single domain?

Please see answer to Q4.

11 Does all applications currently on Single-Sign on?

Please see answer to Q4.

12 Do you have any Identity and Access Management solution in place currently?

Please see answer to Q4.

13 How many users in the organization and are they distributed in multiple offices or locations? Please provide your office locations and user wise break up in each location.

Please see answer to Q4.

14 Do you have commuter/mobile workforce who need to access your applications on the go over their mobiles/smartphones?

Please see answer to Q4.

15 Users in the organisation and their distribution across locations? Please provide your office locations and user wise break up in each location.

Approx. 550 users on one site

16 Do you have commuter/mobile workforce who need to access your applications on the go over their mobiles/smartphones?

Please see answer to Q4.

17 Details of your current security architecture in the data center/cloud and at offices. Firewalls and zones, IPS/IDS, Secure Web gateways, Secure application gateways (NetScaler, Microsoft UAG/TMG, Akamai etc.), Web Application Firewalls.

Please see answer to Q4.

18 What switching architecture do you have in your data centers (Core - Access, Chassis based, Spine and leaf etc.). Please provide details

Please see answer to Q4.

19 Details on your Wide Area Network. How are your locations connected and with what type of connectivity?

Please see answer to Q4.

20 Who are the end users who access your applications, will that your own employees or will it be even your partners and customers? Please explain the mode of access and the cross section of users who access.

Please see answer to Q4.

21 What are the top challenges that you currently face in addition to what is explained in the RFP? If you can specifically list down usability, Scalability, agility, performance specific challenges, it would be of great help.

Please see answer to Q4.

22 Have you implemented Microsoft Dynamics 365? If so, please provide high level details of version/functionalities used in brief

We are implementing Dynamics 365

23 Would you please allow offshore services (data in UK)?

We do not envisage that data will to be stored as part of this contract, however, in the unlikely event that data is stored off-site, it would need to reside within the EU.  The current situation regarding EU exit negotiations has introduced uncertainty regarding storage of data and our position on where data is stored may change.  Following final EU negotiations, we may require that all data is stored within UK borders.

1. Do The National Archives have an existing strategic technology partner, than we will need to coordinate with?

We do have an existing strategic technology partner but there is no need to co-ordinate with them.

1. Is the given value within the ITT documentation for the stated 2 years or for the possible 2 years + 2 x 1 year extensions?

This is a call-off contract and as such the spend stated in the ITT is not a commitment to spend but a maximum value of potential spend.  The spend relates to the contract period of 2 years and the extension periods, if the contract is extended.

1. Is this a full on-site opportunity or can the work be done remotely from our office in London or nearshore or offshore? All the security checks and policies will be followed.

This will depend on the nature of the work.  In most cases we require the work to be carried out on-site but there may be opportunities to work off-site, particularly for follow up work such as document preparation.  Access to our systems when working off-site is restricted.

1. Is there any incumbent supplier managing this requirement right now or TNA manages this itself?

There is an incumbent supplier.

1. Is there a word limit to whole proposal?

There is no word limit but we encourage a succinct response.

1. Will there be any presentation or face-to-face meeting before the contract is awarded? How will TNA manage if they need more information from any of the participants

There will not be a presentation.  We may meet with shortlisted participants if we need further information to assist in making a final decision.

1. For what roles does the supplier need to share the rate card? We understand that TNA requires services around the four mentioned domains(Microsoft Dynamics, Cloud, Information Security and Infrastructure) but are there any specific roles that you are looking at?

There are no specific roles and the areas of work mentioned in the tender are indicative of work we are currently undertaking.  The roles in the rate card will depend on the services the bidder provides but we suggest it should include rates for professional services for a senior consultant or architect, a junior or deployment consultant and engineer services.

1. Does TNA prefers agile way of working or waterfall?

This will depend on the nature of the work; TNA uses both methodologies.

1. Can you please clarify whether the nature of the professional services you are seeking in each of the four areas detailed in 3.6 are for a supplier to assist with the planning, design, procurement, implementation management, etc of these technologies, OR, to assist with the implementation of the technologies (i.e. actually installing, configuring, the technologies).

The work mentioned in the ITT is indicative of the work we are undertaking and we may require professional services for other projects not yet scoped or planned.  We are seeking professional services to assist us with all areas of design, planning, implementation and with configuring, installing, etc.

1. Are you able to provide any examples of the type of tasks that the supplier could be asked to assist with in each of the four technology areas??

The work will vary and may include:

Advice in implementation of a new solution

Assistance with implementation and configuration of a product

Assessment of work we have carried out

Suggestions and advice on new products and solutions

Assistance in overcoming problems and implementing best practice