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| **Question** | | **Answer** |
| 1. | In reference to the MPLS solution, it is stated that the current arrangement with Virgin Media is to end November 2017. Will the solution enter a rolling agreement so a potential new solution will begin no later than 31st March 2018 or will you be looking to implement a new solution for the end of the current arrangement in November? | We are seeking to re-negotiate a rolling 90 day arrangement with Virgin and then give that notice if applicable based upon the solution proposed upon the appointment of our new supplier |
| 2. | If it is entering a rolling agreement will this be a 3 month termination period (90 day) you will have to provide to Virgin Media? | As above |
| 3. | Network Infrastructure – What is the approximate number of staff per site and what would you be expecting each member of staff to have connected to the network? I.e. Desk phone, PC | The tender specifies 65 Company and 40 Public users. The phones are already in place/not part of the tender, so if you could split those figures into the three sites, that gives them the info they need. You may wish to add the number of tablets that will be in use |
| 4. | What cabling is present at each site, is this CAT5e or CAT6? Is there  a requirement to add any additional network access points? | Cat5e |
| 5. | Do you know the sizes of the network cabinets at each location? | Darlaston – 21u floor standing; Bloxwich – 12u wall mounted; Challenge – 42u floor standing plus 15u wall mounted |
| 6. | Is wireless access for staff only or will you be providing guest access? | Provide for both as this is undecided at present |

**Q & A for potential suppliers (1)**

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| 7. | Having viewed the building on google maps, could you confirm these locations are approximately shop unit sizes? | Darlaston/Bloxwich – yes. Challenge – is approximately 6 times the size of the other sites but contains a number of classrooms so sizing isn’t relevant. |
| 8. | Mobile Solution – Is this both a telephone system and mobile solution? How many staff would require tablets/mobile data sims/ mobile handsets? | Phone system already in place, but any mobile solution needs to integrate with the existing system via a SIP application |
| 9. | Would the organisation be looking to have an Opex solution to IT service or is a Capex model preferred? | They should supply both |
| 10. | The document that is provided does provide us with an overview but further information is required i.e. for the mobile solution the document details that a solution is required, but there is no detail around specifics i.e. number of users, data requirements. In addition there is no specifics around whether a particular operation system is required i.e. IOS or Android. | No specific requirement on IoS or Android. They can offer their opinion/ recommendation on which is their preferred route and give reasons why  Amounts of handsets/ SIM’s is:  40 no. Users with UL voice/ texts with 1GB data per month  10 no. Data SIM’s with 5GB usage per month |
| 11. | We would need to know further detail around the core applications that are running over your network to help assist with this project and choosing the relevant devices. | Core apps are MS office and browser-based apps.    Adobe acrobat or a similar pdf reader  We use a lot of bespoke systems that are web based  Our marketing officer currently uses a laptop with single licenses for adobe photoshop and premier pro (these are paid for directly by us) – she has a citrix link to access the network but |
| 12. | The document also details that a WiFi solution is required, again to provide any sort of accurate response to be able to accurately detail how many AP’s for example, we would need to understand the schematics of the offices and users per site to ensure a correct coverage. | 4 x AP’s for each shop  6 x AP’s for Challenge  Advise that no cabling will be required and they can assume it is in situ for the purposes of their proposal. |

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| 13. | Whilst looking at the infrastructure there is no mention around number of ports etc and although there is some detail on number of users connecting to the servers there is no detail around how many users would be desktop based, remotely based and therefore require remote access etc. All this information is required to ensure our response is tailored to your organisation. | Number of office-based users is as per the tender document. A figure of 35 users should be worked with when specifying remote access systems |
| 14. | There is no mention of budgets, just wondering if there is a upper level budget or expected target bracket for the final costs | We are looking at a cost control exercise and want to reduce our current confidential spend. Bidders are invited to present more than one option/service and to offer their most competitive prices |
| 15. | Please can you provide appropriate network topology diagrams. | Within the stated topology of the four locations we are looking for proposals suggesting the most beneficial way to set up the network |
| 16. | How many users are we supporting?  The document mentions 800 AD accounts but also contains mention of 65 company users and 40 public users – please can you clarify. | The 40 public users are concurrent – a maximum of 40 of the 800 AD accounts are used at a time |
| 17. | What Services are being hosted within the existing DC and where is it located? | All of the services listed in the bullet points under Server hardware. The current DC is located at the outgoing IT supplier’s premises in Walsall |
| 18. | Is e-mail on-premise or Office 365 Cloud and what is your preference is this regard? | We are looking for a case to be made by potential suppliers – there is no preference from ourselves |
| 19. | What are the retention times for backing up data? | Usually 28 days but we are looking for your suggestions in particular in ensuring compliance with regulations such as GDPR |
| 20. | What are the RTO (Recovery Time Objective) and RPO (Recovery Point objectives)? | These will be discussed with the organisations selected to attend the presentation day on 2nd October. As we run a number of projects that are dependant on systems to deliver to our customers we do expect our business continuity to be very fast but appreciate this may be dependent on the system infrastructure |
| 21. | What requires backing up? | Currently, the virtualised servers are backed up as snapshots and all file/server registry data is backed up. We would want to have a new system that provides the most robust continuity arrangements possibly. |
| 22. | Network Infrastructure | CAT5e |
| 23. | How many POE ports are required for each sites? | 8 ports at Challenge, 6 ports at other sites. |
| 24. | We need to understand the reasons for QOS – what else is being run over the network (video etc.)? | There is no immediate QoS requirement but network equipment should be QoS-capable |
| 25. | What size offices do they have, where are these located and do you have diagrams of the layout – APs, cable runs etc…? | Cabling is in situ |
| 26. | Office layout for AP’s , cables runs etc? | For the purpose of this tender, assume all cabling is in situ |
| 27. | Please could you provide details of the existing Ethernet & MPLS. | MPLS links are 100MB on a GB bearer |

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| 28. | Backup  What do you require backing up - Everything or just a snap shot  How long do you need the back up kept for before overwriting | Currently, the virtualised servers are backed up as snapshots and all file/server registry data is backed up. We would want to have a new system that provides the most robust continuity arrangements possibly. | | |
| 29. | Secure Print  What is the estimated volume of prints required | April 16 – March 17:  Bloxwich = 38048  Darlaston = 46317  Challenge (Walsall) = 308706  Please note in addition to secure print there are some unsecured printers that we can not quantify so this is possibly quite understated in volumes. | | |
| 30. | Hosting Services  Would you accept a quote for a server system and a quote for a cloud based system to compare the costs? | Yes | | |
| 31. | Confirm Site Addresses and number of users at each site? | Challenge - Challenge Building, Hatherton Road WS1 1XS  Bloxwich – 1 Queens Parade, WS3 2EX  Darlaston – 39A King St WS10 8DE  Users see Q41 | | |
| 32 | What Internet connectivity (*ADSL, ADSL2+, FTTC, EFM, Leased Line*) is located at each site address – please include up load and download speeds and the ISP? | Leased line – 100MB on GB bearer | | |
| 33 | What are the SLA expectations for support? | Current SLA levels. These will be a minimum requirement but you should include what is your definition and capability | | |
| **Priority** | **Response time** | **Target resolution time** |
| Priority 1 - Critical | 30 minutes | 8 hours |
| Priority 2 - Major | 1 hour | 1.5 Business Days |
| Priority 3 - Minor | 2 hours | 3 Business Days |
| Priority 4 - Routine | 8 hours | 5 Business Days |
| 34 | What days & hours does the organisation operate? | 08:00 – 18:00 | | |
| 35 | What hours do you require support for? | 08:00 – 18:00 | | |
| 36 | Where is the current Data Centre located, who is the provider and what is the offboarding process provided to you? (*XXX will keep this in strict confidence in order to detail the right solution moving forward.*) | Q17 confirms location. Offboarding process to be driven by new supplier with full support of existing provider. | | |
| 37 | Please provide details on current expenditure for the existing hosted services and what you have included – XXX will require this to determine if cost savings are possible? | We will not be providing financial details. | | |
| 38 | When does the current hosted services agreement expire and what notice do you need to submit? | We are working on our exit strategy with our current provider to be 1st April 2018. | | |
| 39 | What contract term are you looking to commit to with a new provider 1, 3, 5Year? | Please provide terms for all 3 | | |
| 40 | Please explain the two AD structures – We assume this is internal staff AD for general system access.  Please provide further information around 800 live AD accounts, public access, how this is managed and what the public access provides - in terms of data access and applications? | Yes general system access for staff.  Public accounts are used to undertake job search activities (job search/organisation sites, CV and letter writing) and for teaching and learning activities (classroom based use – internet and Microsoft office products used in the main). There is use of smart boards in some classrooms that are run from independent base units as they will not operate in the existing citrix environment. We are not currently able to use CSCS disk (Construction Skills) – these are undertaken on stand alone laptops | | |

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| 41 | Please provide details on number of staff/employees and number of public users so we can calculate licensing? | Staff circa 65 (10 Darlaston, 8 WOTH; remainder Challenge and 8 outreach the majority of their time)  Public users circa 800 however only 44 terminals available at any one time (30 Challenge, 9 WOTH (Bloxwich) and 5 Darlaston) |
| 42 | Please confirm your RPO (Recovery Point Objection) and RTO (Recovery Time Objection) expectations around backup? | See Q20 |
| 43 | What is your data/backup retention policy? | See Q19 |
| 44 | Do you encrypt data on end user devices, USB pens etc.? Do you need to enforce this? | Not currently encrypted – improvements to this are sought and must ensure GDPR compliance  USB access is controlled via AD |
| 45 | What version of VMware are you running and is the subscription support up to date? | ESXi 5.1.0. Please assume new licensing required for your proposed solution |
| 46 | Please list the current virtual server roles, names, OS, and resource allocations i.e. Storage, RAM, vCPU? | We require a new infrastructure with the requirements detailed in the Tender Spec document. Please make recommendations based on this |
| 47 | Microsoft Exchange 2010 Server – please confirm number of email accounts and the total Exchange 2010 mail store size in GB? | As per Q46 |
| 48 | What is used for antispam protection? | Trend |
| 49 | Do you have email archiving? If so what do you use? | Not used at present |
| 50 | What do you use for web filtering? | Trend |
| 51 | What firewall and security do you currently have in place? | Cisco |

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| 52 | What antivirus do you have in place and when does this expire? | Trend – assume new licensing required |
| 53 | What is the current patch management routine/procedures? | WSUS – awaiting confirmation if manually or automatic |
| 54 | Are you working toward or have you achieve Cyber Essentials or Cyber Essentials Plus? | No but any accreditations over and above our ISO27001 and GDPR requirements would be an advantage. |
| 55 | Do you currently use multifactor authentication? | RSA – access is to standard company application and data resources |
| 56 | What application software do you currently use – please list? | See Q11 |
| 57 | Please list all software support providers against your application list and confirm if any of the applications are unsupported/legacy? | See Q11 |
| 58 | Please confirm what model of Wyse terminal is currently used? | Tx0 |
| 59 | Are you open to Office365 products for email and office or are you bound to local resilient Exchange DAG Server environment? | Either option will be considered on it’s merits to our business |
| 60 | Please provide specific model/ports/speeds of all network switches on a site by site basis? | These are to be replaced by your recommendation. Current hardware is all Cisco |
| 61 | Do you currently run QoS across the switches and MPLS end to end? | See Q24 |
| 62 | Do you have VoIP phone systems running over the existing MPLS network? | No |
| 63 | Do you currently have switch VLAN’s in place – please provide details? | Waiting for current provider to confirm |
| 64 | What wireless is currently in place – number of AP’s, locations, Sites, and equipment make/models?   * 1. Does the current wireless provide sufficient coverage? | The tender requires a new wireless solution to be proposed |
| 65 | Do you qualify for Microsoft Academic/Charitable licensing? | No |
| 66 | Who currently hosts MX records, DNS records and do you have administrative access to the portal(s)? | Our website provider hosts this – they are a third party but you can assume we can have flexibility with this if we need to bring it into our new solution |
| 67 | Do you currently have SSL certificates – please provide details? | Waiting for current provider to confirm |
| 68 | Please provide details of existing print solution – number/make/model of devices and their site locations? | Work on  number of users at each site and give your recommendations for solution. No survey required at this stage |
| 69 | Can you provide an existing asset register detailing existing equipment being retained – XXX will require this to provide support service pricing? | This will need to be discussed with organisations at the presentation stage.  Each staff user has an existing wyse terminal and there are public terminals at each site as per Q41. However they have being in situ mostly since 2014 so are approaching shelf life.  MDFs and printers are also heading towards xxxx… |
| 70 | General: Are there any significant factors for the business that are driving this tender, other than those mentioned in the tender document? | No |
| 71 | General: Does the company have full administrative access to the existing data, VDI images and server operating systems? | The existing supplier administers these resources. They will co-operate fully with the changeover |
| 72 | General: Does the company have out of band access to the hardware via IDRAC/ILO etc? | Waiting for current provider to confirm |
| 73 | General: Can we have a spec of the existing hardware used, and the amount of resource deployed within the environment for VM’s etc. | See Q46 |
| 74 | General: Please clarify your user numbers - RFP states 800 AD users – but 65 company and 40 public users, later stated 20 users requiring two factor auth. | Staff circa 65 – 20 of these work remotely so require 2 factor auth  Public users circa 800 however only 44 terminals available at any one time (30 Challenge, 9 WOTH and 5 Darlaston) |
| 75 | Email: Email Migration: Office 365 – can this be used? | See Q59 |
| 76 | Software: Does the company own the software licenses used, and if so, will any software licenses be transferred i.e. Citrix/Microsoft/Exchange ? | Assume new licensing is required throughout |
| 77 | Server Hardware: What does secure authentication mean in this context – is this access to servers , or access to VDI’s or other resources? | Secure authentication to be applied wherever it would be your recommendation |
| 78 | Server Hardware: What web filtering software is currently used, is this just for the VDI environment and do STW require management access for their own staff to configure and manage users? | As per Q50 – Trend. Web filtering required across whole network. Delegated management is required. |
| 79 | Ethernet and MPLS: Can you confirm the physical address and postcode of each site for accurate quoting purposes? | See Q31 |
| 80 | Ethernet and MPLS: Can we use an alternative private VPN solution – or is MPLS a set requirement ? | We will take your recommendation – please propose either and outline benefits to the business |

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| 81 | Ethernet and MPLS: Do you require any resilience for the solutions - if so which parts, and to what level? | There should be resilience built into all critical areas of the system you design, to HA level |
| 82 | VDI: Do you require any additional software above email and web browser within the VDI environment – if so please list. | See Q11 |
| 83 | Email: Please clarify if any external email is required - stated in RFP that ‘email is company only (no public consideration)’ inferring no mail to external sources is permitted. | The terms ‘Company’ and ‘Public’ refer to the two distinct user groups we have. External mail is required for Company users |
| 84 | Security: What devices need to be secured from USB access – client devices, USB keys etc. ? | See Q44 |
| 85 | Security: What 2 factor solution is in place currently for the external 20 users and what do they access? | RSA – access is to standard company application and data resources |
| 86 | Security: how is remote access managed – directly accessed or via VPN? | Awaiting response from current provider but believe it to be VPN |
| 87 | Network: Is the required network infrastructure for the DC and/or Local office – if local, can we assume a site survey can be undertaken if required? | Local but please note that all cabling is in situ and it is purely network switches required within the tender |
| 88 | Wireless: Can you clarify if you are looking for a cloud managed solution – i.e. lightweight AP reporting to a controller or autonomous, i.e. singular AP with zero anchoring. The wording on the RFP seems unclear. | Autonomous – no controller |
| 89 | Wireless: Do you require AP integration into AD ? | Not essential, but we will consider the benefits of an integrated solution |
| 90 | Domains: could you confirm that this refers to Top Level Domain and hosting of the companies relevant zone files for DNS? | Yes |
| 91 | Secure print: Can you expand on the existing print solution and how does it look across the sites – can we assume a site survey can be undertaken if required? | See Q68 & Q87 |

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| 92 | Mobile: Can you confirm if this is a Mobile Device Management solution? | Yes |
| 93 | Mobile: Are all mobile devices company owned or are they BYOD? | All company owned |
| 94 | Support: Can you expand on what the existing support contract provides and which areas are of primary concern for the business? | Please see Q33 |
| 95 | Support: Can we have more clarification on the key SLA requirements moving forward? | Please see Q33 |
| 96 | Please can you clarify the user count. As this will effect the licensing model. For example office 365 is not licensable in a device model it is users only. We will need to know the exact number of IT users. Therefore if you have 800 actual users you will need 800 licenses. | The user count has been clarified – there are around 800 public users on our network that may choose to access our services within an annual period. They need to be able to job search as explained above. They do not require an exchange account as they use their own personal web mail addresses.  Office 365 may not be a suitable product for our public domain. |
| 97 | Please define the users: what are the 800 Ads? What does each user need in terms of Office applications and mailboxes. | They are for public users – our participants/students. Recommend you look at our website for an understanding of what we do[**https://www.stepstowork.co.uk/**](https://www.stepstowork.co.uk/)  See Q40 |
| 98 | What future proofing capabilities do you require | Please provide examples of future proofing you believe would be suitable. As a minimum compliance with GDPR is important to consider and the flexibility required for future needs with office location changes, remote working increasing and use of wifi hot spots to be able to have short term “pop up shops” becoming a trend in our industry. |

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| 99 | What is wrong with the current system | There is nothing ‘wrong’ with the current system, we are simply looking to control costs, improve service whilst building a strong architecture for the next 6 years. We have informed the incumbent supplier we plan to exit in the new year and they have offered their full support with this transition |
| 100 | RTO/RPO needs to be clarified as there is a cost differential dependent on your requirement. We appreciate you are not in a positions to tell us about the RTO but can you give us an indication of how long you feel your users and systems can be offline without it being service affection? | Our contracts with funding bodies require us to upload information on a daily basis and we run a payroll for our agency so any more than 2 to 3 hours would affect us especially Monday to Wednesday. Some are web based systems so as long as we can access the internet and urls within this time, network access would need to be within a day. We have a decent level of resilience in our current system and our tolerance to outages is low. |
| 101 | What are the full address’ of Darlaston Jet, Work on the Horizon and the datacenter? | Received 08.09.17 AM will be updated shortly |
| 102 | 800 user accounts, but only 65 internal and 40 public; what are the rest for? | Received 08.09.17 AM will be updated shortly |
| 103 | Can you provide more detail of the USB devices.  Floating laptops?  Domain joined or not? | Received 08.09.17 AM will be updated shortly |
| 104 | More clarity on the reason behind the segregation of the two domains? | Received 08.09.17 AM will be updated shortly |
| 105 | Wyse Thin Client details – please provide make, model and any other pertinent information so that we can verify compatibility / suitability of client connects | Received 08.09.17 AM will be updated shortly |
| 106 | Although this will be licensed under a Charity based licensing scheme, we need additional details of the requirements; SQL, Exchange, number of servers etc | Received 08.09.17 AM will be updated shortly |
| 107 | As FIPS 140-2 is a US Standard, could we get some clarification as to why it applies to them? | Received 08.09.17 AM will be updated shortly |
| 108 | Can we have some idea on the portfolio of included apps in the existing solution? | Received 08.09.17 AM will be updated shortly |
| 109 | More details on type of encryption, be they file or storage at rest level. | Received 08.09.17 AM will be updated shortly |
| 110 | What two Factor Authentication are you using? | Received 08.09.17 AM will be updated shortly |
| 111 | How many copiers do you have and what machines are they? | Received 08.09.17 AM will be updated shortly |

Please note : Due to the volume of questions received if your questions have been missed off, please resend your original email to [Crystina.Woolley@stepstowork.co.uk](mailto:Crystina.Woolley@stepstowork.co.uk) by 12noon on 12th September. New questions deadline is 5pm 08.09.17

Version 4 Updated 08.09.2017 10.50am – a further update will be made by 4pm 08.09.17