

CRFCA

MSP & WAN Services Outsource

Invitation to Tender
Clarifications

29 Jan 2019

Invitation to Tender Clarifications	Draft Document 29 Jan 2019
Official	Page: 1 of 4

Clarification areas regarding the CRFCA ITT are shown below.

ID #	Question	Lot	Answer
1.	In 3.2 of the ITT, the final date for submission of questions is stated as 21/01/2019 in the table, but 21/2/2019 in the text below. Which is correct?	Both	The text below the table is in error and should state "21.01.2019". This is the final date for submission of clarification questions. However, following further questions from suppliers (see #8 below), we are extending the date for clarifications questions – these must now be submitted by 5pm on Thursday 31st January.
2.	The wan diagram shows a lot of sites with varying connectivity and yet the site list only details 20 sites (including data centre). Is the site list exhaustive for the ITT or are there more sites?	Lot 2 - WAN	The list of sites is for those on leased lines; other sites connect via broadband connections.
3.	The wan diagram shows central connectivity as the 'internet'. Does this indicate that only internet services are required here at each site or that internet access is required from each site, whilst connectivity could be using MPLS for example?	Lot 2 - WAN	The internet breakout for PH2 and PH2E is from the data centres via the main internet facing firewalls, although each firewall connected has an internet port used for local web browsing outside of the PH2 and PH2E environment for local standalone machines.
4.	The questionnaire asks for details around VM and BT WAN roll outs. Is it mandatory to have a Virgin Media or BT WAN or would you accept a solution based on a supplier's own WAN, using third party tails?	Lot 2 - WAN	There is no definitive need to use Virgin Media or BT for the WANs, but any supplier must be able to confirm the origin of any company used, including compliance with CSSRA restrictions and other requirements.

5.	Mandatory Service Requirements, Section 4.1: Q23 – is the Fujitsu ‘expert partner’ status mandatory, implying a pass/fail question	Lot 1 - MSP	It is mandatory for the MSP to have Fujitsu partner status as listed in the ITT. However, it would be acceptable for a Tenderer to bid on the basis of a firm and demonstrable plan to achieve this status prior to the start of service delivery.
6.	Mandatory Service Requirements, Section 4.1: Q25 – is the Apple Reseller status mandatory, as a pass/fail question?	Lot 1 - MSP	It is mandatory for the MSP to have Apple Reseller status as listed in the ITT. However, it would be acceptable for a Tenderer to bid on the basis of a firm and demonstrable plan to achieve this status prior to the start of service delivery.
7.	The download for Attachment F (last 12 months call statistics) seems to be a replicate of Appendix I in error.	Lot 1 - MSP	Apologies, the correct Appendix F attachment is now available for download.
8.	Can the period for clarification questions be extended?	Both	Yes – the deadline for submission of clarification questions is now 5pm on Thursday 31 st January.
9.	Can you clarify the potential contract value, which is stated on Contracts Finder at £1m	Both	The “contract value” figure quoted on Contracts Finder is indicative only. Typical <u>annual</u> spend on the contract is typically between £1m and £3m depending on the amount of project work.
10.	What does the existing IT function look like? Is it in house, how many people, what skills, where based?	MSP	The internal IT function consists of a full time CIO and a deputy, both of whom are based in the CRFCA Headquarters in London. The RFCAs do have Regional System Administrators (RSAs) who provide what is essentially a “smart hands” service at the remote locations, but these are not formally CRFCA IT staff. All other functions and IT support is provided by the outsourced MSP service provider
11.	There is no inventory given for and network hardware (switches, WiFi hardware, routers, firewalls, load balancers etc). Can we please have one	WAN	To follow. Tenderers are in the meantime referred to the network diagram in Appendix J, part 2, to give some indication of the scale and scope of the network.

12.	There is no inventory given for the desktop estate (PCs, laptops, printers etc). Can we have one please?	MSP	There are approximately 600 desktop devices and approximately 400 laptop devices. Most of these are Fujitsu devices, with some Microsoft surface laptops. There are approximately 200 printers and MFDs on the network, from a variety of manufacturers.
13.	There is no inventory given for the mobile estate (phones, tablets etc as well as service provider). Can we have one please?	MSP	There are approximately 420 mobile devices in use. RFCAs manage the airtime contracts directly. The MSP will administer the MDM part of the device along with the mobile VPN.
14.			
15.			