CHECK POINT SUPPORT & SUBSCRIPTION

CLOSING DATE FOR SUBMISSIONS – 5PM, 17 FEBRUARY 2021

CLARIFICATION QUESTIONS AND RESPONSES

The National Archives has received a number of clarification questions relating to this opportunity. Those questions, and their associated responses, can be found below.

Q1: *Can I please have the UC or serial numbers of the machines to get a quote from checkpoint.*
A1: Please find the details below.

Name	Model	Serial number
E9-IFW01-1	CP12200	1414B01535
E9-IFW01-2	CP12200	1136C01387
E9-PFW01-1	CP5900	1843BA2788
E9-PFW01-2	CP5900	1843BA2823

The User Centre numbers are:
UC: 5852915
UC: 7823795

Q2: *Please can you confirm if any SoftwareBlade subscriptions are required on the Check Point Management Server, given NGTP is being renewed on the gateway's we'd recommend considering the SmartEvent blade on the management server for reporting/dashboards/alerts?*
A2: Please quote on the current setup like for like. Any supplementary aspects on offer are welcome but we are not looking to change anything on the setup at present.

Q3: *Please confirm where the partner based support line should be included, or should this be pro-rated across the vendor components?*
A3: If the vendor has their own support services, these should be added to the quote.

Q4: *What is the correct process for us to apply for this opportunity - do we need to fill in the below document and send it by email to procurement@nationalarchives.gov.uk?*
https://www.contractsfinder.service.gov.uk/Notice/Attachment/9d346edc-f476-4878-9eda-e6952d4ce716
A4: That is correct. The deadline for submissions is 5pm, 17 February 2021.

Q5: *How do we submit any supporting information such as references, information about the support services we provide, SLAs etc.?*
A5: Your Tender Response will be evaluated using the following criteria:

Category	Maximum pre-weighted score	Weighting	Maximum weighted score
1. Price	10	100	100

Q6: *I've assumed this will be awarded to the lowest bid but let me know if I've read this incorrectly please. Also, may I ask what is Maximum pre-weighted score and how do you assess this?*
A6: That is correct, it will be awarded to the lowest bid (the lowest bid will be given a score of 10, the top score).

Q7: *Is it possible to know the below information please to help estimate the number of incidents and other requests the new service provider will be expected to resolve/complete as part of the new contract?*
number of incidents raised per month or year preferably by thier priority type
number of change requests raised per month or year
number of other/service requests raised per month or year
A7: The following is an indication of one year's information only!
It is important that you are aware that future years may show a very different pattern and we therefore require a partner who will have the capacity to manage our account to the support service level specified in our tender regardless of the number of incidents and change requests raised:
number of incidents raised per month or year by their priority type: 18 Incidents within the year (High = 2, Medium = 10 & Low = 6)
number of change requests raised per month or year: 3 Change Requests
number of other/service requests raised per month or year: 2 Other Requests

Q8: *I understand TNA requires support cost as well as the license/subscription cost but please correct me if I've read this incorrectly.*
A8: That is correct.