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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 – do you have a square metreage/footage figure you could provide? |
| 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. |  |
| 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. |  |
| 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. |  |

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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. |  |
| 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 |
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