**Tender Clarification 5 – 21th July 2015**

**Information and Communications Technology (ICT) Support Contract**

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| **QUESTION 1** |
| We are confused by the title invitation to tender as we normally have to express interest first? |
| **QUESTION 1 RESPONSE** |
| The invitation to tender is available to any organisation logging into and tracing the documents within Contract Finder.It is then for the potential applicant to consider whether or not they wish to submit a tender based on the Memorandum Of Information (MOI) and tender details contained within the Invitation To Tender (ITT) documents.All of the requirements and tender forms are set out within the ITT. |
| **QUESTION 2** |
| We have received a bounce back from your email address and we want to raise a query. |
| **QUESTION 2 RESPONSE** |
| Please accept our apologies the glitch has been fixed (11.00pm - 2/07/15) and you can raise quires at nehemiahucha@arkconsultancy.co.uk  |
| **QUESTION 3** |
| How do we find out about any other clarifications or questions? |
| **QUESTION 3 RESPONSE** |
| Applicants should have clicked on the **Watch this Notice** button within the Contract Finder portal to receive automatic updates. This advises you if we post any more information. |
| **QUESTION 4** |
| We have clicked the “**WATCH THIS NOTICE**” button but cannot find the tender or tender clarifications. |
| **QUESTION 4 RESPONSE** |
| The tender details, (Invitation to Tender Document, questionnaire and instructions for the completion and submission of the tender), together with the tender clarifications can be found by finding the contract notice at; <https://www.contractsfinder.service.gov.uk/Notice/15f38bcb-1e47-4673-8d31-a8d7c71a63ef>Then scrolling down to the **other information** section where the documents are available to view and download. |
| **QUESTION 5** |
| Where can we send Question or Queries relating to the Tender? |
| **QUESTION 5 RESPONSE** |
| Please send any questions or quires directly to NehemiahUCHA@arkconsultancy.co.uk – We will respond to you directly and post significant queries in Contract Finder. |
| **QUESTION 6** |
| We wonder if it would be appropriate to meet with Ark or Nehemiah UCHA to find out more. |
| **QUESTION 6 RESPONSE** |
| We do not think a meeting is appropriate. Please post any queries to the email address in response to questions. |
| **QUESTION 7** |
| We have a number of questions that we would like to ask relevant to the tender.1. Staff Numbers. Staff numbers are a key driver of support desk activity levels. Can you please specify how many staff using desktops/ laptops there are and how many have tablets/ mobile phones.
2. Back Up. Can you please outline current back up arrangements. Where is the data being saved, is there a contract with a third party to store the data and what media is being used? (tape drive for example)
3. Disaster Recovery. Can you please explain what Nehemiah’s DR plan entails currently. Do they have any contracts in place to provide emergency server capacity and or office space etc.. If they do not, will the new supplier have to provide DR as part of the contract?
4. The tender makes it clear that all servers are located at Nehemiah’s office. Would the client consider proposals that included for movement of the data to a cloud storage solution? This would make back up, upgrade and support much easier without affecting delivery to desktops since this is via terminal server already.
5. Server Information. Can you please supply more details of the servers to be supported. We take it that they are HP, but are they physical or virtual, when were they purchased, what software are they running?
6. Telephony. Can you please supply information about the make/ model of the current telephony system. Is there a support contract in existence already?
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| **QUESTION 7 RESPONSE** |
| Responses to the various cited questions are as follows:1. Staff numbers: Employed 32; equipment usage ~ desktop 25; laptops 15; tablets 8; smartphones 26;
2. Back Up: Cloud backup for networked data from network servers is via existing ICT support company arrangements;
3. Disaster Recovery: Existing basic arrangements comprise support contracts with HP for emergency server maintenance and/or replacement in event of server failure. Current DR arrangements are to be reviewed and appropriately structured with new support company. Agreed DR arrangements may be considered as part of the contract or as an additional costed service;
4. The tender makes it clear that all servers are located at Nehemiah’s office. Would the client consider proposals that included for movement of the data to a cloud storage solution? This would make back up, upgrade and support much easier without affecting delivery to desktops since this is via terminal server already. This would be considered by the Association.
5. Server Information: The servers are all physical HP machines.

1. Telephony: The current system is SwyxIt!, a Windows based communications system that has integration with MS Outlook and can be operated via a desk telephone or headset. The server and handsets were supplied by the existing ICT support company who also held a support contract for the system and associated equipment. The support contract has not been renewed in light of the tender. A review of the Association’s telephony needs is to be conducted with the successful tender company. An upgrade of the existing system or investment in a new system is expected.
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| **QUESTION 8**  |
| Is the contract value of £103,500.00 the total for the 3 year term? |
| **QUESTION 8 RESPONSE** |
| The value of £103,500 is neither a target nor an expectation. It is, rather a 3 year provisional estimate and the expectation is that bidders will make their own assessment of the likely cost of providing the specified services at a level appropriate to their own business |
| **QUESTION 9** |
| We have added up the on site time to being: Engineer on site 1 day per week I.e. 52 days Strategic Advice and Support two 10 day x projects ie 20 days ICT Project Support two 20 day x projects ie 40 daysThis would be a total of 112 on site days. Is this correct? |
| **QUESTION 9 RESPONSE** |
| The number of on-site days is anticipated to be 112 per annum on the basis of the assumptions outlined in the tender documentation |
| **QUESTION 10** |
| Could you please answer the questions below:Make & Model of current Servers and list server rolesMake & Model of Telephony systemCurrent Server Operating systems version and Service pack levelCurrent Exchange Server Version and any add ons i.e. Blackberry serverCurrent AV software in useCurrent Firewall make and modelCurrent router make and modelCurrent Wi Fi Infrastructure make and modelCurrent Switch Infrastructure make and modelCurrent Printers make and modelDetails of mobile devices and tablets i.e. iPhone, Microsoft, Blackberry, Android based phones and tablets either iPads or android. |
| **QUESTION 10 RESPONSE** |
| Make & Model of current Servers and list server roles- see 7 aboveMake & Model of Telephony system- see 7 aboveCurrent Server Operating systems version and Service pack level- see 7 aboveCurrent Exchange Server Version and any add ons i.e. Blackberry server- see 6 above?AV Software – Panda Cloud ProtectionFirewall – Sonicwall TZ 200Router – N/A – FTTC Openreach ModemWiFi – 3\*Netgear WNAP210, 1\*Netgear WN203Switch – Netgear GS752TS/TPS StackPrinters – Personal - various HP Laserjets, Networked – Ricoh Aficio MPC3001, Ricoh MP C4503, 2\*HP Laserjet P2055, 1\*HP Colour Laserjet CP1510, 1\*HP Laserjet P1606, 1\*HP Colour Laserjet 2600nDetails of mobile devices and tablets i.e. iPhone, Microsoft, Blackberry, Android based phones and tablets either iPads or android- overall numbers as per 7 above, seeking details of type |
| **QUESTION 11** |
| 11.1 Can we see an example call log list (to determine the categorisation of calls)?11.2 Can we have a view of what projects Nehemiah are planning that will require the consultancy days?11.3 What is the telephony solution (manufacturer) and what vendor support is currently in place for the single server specified?11.4 What level of assistance will be required for the website development i.e. have Nehemiah got existing internal skills that are leading on this? |
| **QUESTION 11 RESPONSES** |
| 11.1 We do not have an example of a call log. Most issues will be raised and resolved through the on-site support presence11.2 There are currently no defined projects other than a desire to refresh the website. However, NehemiahUCHA have set out their vision for exploitation of IT in section 4 of the tender document11.3 See 7.6 above11.4 There are currently no in-house website development skills- the intention is for development and support of the website to be covered through this contract |
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