



CLOSING DATE FOR SUBMISSIONS – 5PM (UK TIME), 3RD DECEMBER 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: Since concurrent licencing is listed as a must requirement, how should we respond to this requirement? [Appendix A – Capability for at least 50 concurrent agent connections point 18.1]

A1: Please respond to this in Appendix A as “Capability for at least 50 agent connections – named or concurrent”

Q2: Please confirm the number of full time named agents that require access. [Appendix B point R7]

A2: We require 42 full time named agents.

Q3: We support unlimited end user/customers to have access to the self-service portal. Therefore my understanding is that we meet this requirement? Please confirm.

A3: Yes you do meet this requirement.

Q4: Please confirm if filling up the yellow boxes would suffice without any need for additional comments. Also, filling up only these three excels is enough of any additional document is required? [Appendix A]

A4: All bidders are welcome to submit any additional documentation that they may feel is relevant to their submission but as a minimum we expect Appendix A, Appendix B and Appendix C to be completed.

Q5: Need more information on how exactly the service downtime needs to be calculated. [Appendix A point 2.11]

A5: Please respond by confirming if your system is able to capture downtime for example by manually entering the data using fields or automatically by ticket priority and type of incident.

Q6: Appendix A, point 13.1 refers to "full" integration. Is the scope of this statement about synchronising user data between Active Directory and the proposed solution, and enabling single sign on access?

A6: Yes we are looking to synchronise user data between AD (Active Directory) and your solution. Please explain if there are any constraints with your product and refer to point 13.2.

Q7: Appendix A, point 13.1: Is Azure in use or is it only ADFS (on premise)?

A7: We currently have ADFS (on premise) version 4 on Windows Server 2016.

Q8: Appendix A, point 13.5: Can you please describe the requirement for the SharePoint integration?

A8: This is not an essential requirement but we are interested in whether your solution has any SharePoint and MS Teams integration for example storing KB documents in SharePoint and chat in MS Teams.

Q9: Appendix A, point 13.5: Can you please describe the expectations of the MS Teams integration?

A9: Please see above.

Q10: Appendix A, point 13.4: Can you please describe the expectations of the integration with the Office 365 email, outside of inbound email to the proposed solution, and outbound email notifications from the solution?

A10: As a minimum we require outbound/inbound email notifications and are interested in learning if your solutions offers any other integrations.

Q11: Regarding the terms and conditions, please can you advise if it is the short form contract that we need to refer to?

A11: Please refer to the link on point 8.1 on the requirement ITT which will refer you to our standard Short Form and Terms and Conditions.

Q12: Can you define each type of maturity (out of the box, with configuration, with customisation and with development) so we have a better understanding of the differences between them.

A12: Please see below for our definitions:

Out of the Box – this means that the required item is a standard capability available by default requiring no configuration, customisation or development

With Configuration – this means that the required item exists but needs to be activated in configuration, is not available either by default or as an unconfigured item but does not require customisation or development to be available

With Customisation – this means that the required item exists partially and requires some work to enable it to meet the desired requirement. It cannot be provisioned merely by configuration and is at a level of existence where development would be excessive.

With Development – this means that the required item does not exist at all within the system, either as a configurable or a customisable item. It required a full development path to add the item to the product.

Q13: When it comes to out of the box maturity would you class a one-off configuration during the implementation of the system as an out of the box maturity or would that be a different type of maturity e.g. with configuration?

A13: We would class a one-off configuration under the category of “with configuration”.

Q14: Can you confirm the total number of named agents that will need access to the system? Only agents who require read and write permissions need to be counted.

A14: We require 42 total named agents to have access.

Q15: Do you currently have a licence for SCOM/SQL?

A15: Yes we currently have both SCOM and SQL licences.