**RESPONSE TO QUESTIONS REGARDING TENDER 258-18/48**

Assignment Name: *Servers and Network infrastructure build and management*

**Based on questions received, the information below is provided for clarification regarding**

**The tender referenced above. Please note if new questions are received, they will be added to this document.**

1. **Question:**

Do you have a server list with detailed information regarding vCPU, vRAM and disc usage?

**Response:**

Annex 1 which is to be provided on request details the current network topology. As explained in the ToR, new applications being deployed like ERP, leveraging of Office 365 suite of products and migration to the public cloud, the expectation is that the current topology will significantly change in terms of solution to be proposed by vendor(s).

1. **Question:**

What is the responsibility at the local sites except the 4 main sites, for example the firewall in Australia?

**Response:**

Only 4 Offices, Stockholm, Hague, Addis Ababa and Tunis are included in the scope of work for the successful vendor for provision of hardware-lease cloud-based network management services. The rest will be managed by IDEA internal IT. In the event that IDEA will require ad hoc network support for these other offices, this will be on demand charged at agreed rates before contract signing.

The medium and long-term plan is to gradually replace network hardware in the other offices when equipment reaches EOL with the leased network cloud-solution and be bundled as hardware-leased fully managed network cloud services.

1. **Question:**

Do you have a list of all applications and which are running in Citrix?

**Response**:

Applications necessitating running Citrix environment are Financial application, Frevvo workflows (application automating business processes) and File Shares. As stated, these two applications will be replaced and therefore this environment is not envisaged to be migrated to the new environment.

Please note that Confluence will be migrated to SharePoint Online as part of Office 365 and business Frevvo Workflows to the new ERP system. In the interim, file share services may be migrated to cloud services.

1. **Question:**

Which Windows versions are used for local clients?

**Response**:

We are in the process of migrating to Windows 10 and Office 2016 as our standard platform. Over the transition, Windows 7 and 10 with Office 2013/2016 will be the main platforms.

1. **Question**:

Number of users for each office?

**Response**:

The total number of staff is 194 with 80 at HQ. Count of data points is indicated in ‘Terms of Reference’ document, Section 4 ‘Scope of Work’, Cluster 2 ‘Network Management’ Table.

1. **Question**:

Is it possible to get a sketch of the offices in Stockholm, Hague, Tunis and Addis Ababa for calculation of AP (Site Survey)?

**Response**:

The ‘Terms of Reference’ document, Section 4 ‘Scope of Work’, Cluster 2 ‘Network Management’, (2) table, column ‘Wireless Access Points’ list the number of Access Points required for each of the 4 offices. This is a count of the current deployment which is adequate and IDEA internal IT will guide on actual installation location points for the 4 offices.

1. **Question**:

Is First and Second – line support handled bye IDEA internal?

**Response**:

First and Second Line Support will be handled by IDEA Internal IT. IDEA Internal IT will be in charge of internal support services, and will together with successful vendor, develop an IT support call escalation matrix, with on-demand third level support services payable monthly.

1. **Question**:

Does the telephony services use dedicated links to the offices or the normal internet access?’

**Response**:

We don’t use VoIP in any of the offices.

1. **Question:**

Regarding the service desk for 365, did you have any demands about the hours? 8-17?

Is this only for Sweden or all countries?

**Response:**

For the Core services, Server and Network infrastructure, we expect 24 x 7 x 365 ’Managed Services, inclusive of Monitoring’ with clear SLAs. For the desktop support, this will be managed by internal IDEA IT, Stockholm office. 1st and 2nd Level to be handled by IDEA IT and 3rd level escalated to the successful vendor, 8 – 17 hours. Vendors should state their support rates.

1. **Question**

Azure AD, regarding the support, is this something you will do by yourself or want us to price it?

**Response:**

Azure AD is part of the core infrastructure, to be offered as a fully managed service.

1. **Question**

Client management is not in the scope, but you write that Intune will be implemented for part of that. Will you keep SCCM for client management or is that up to the successful vendor?

**Response:**

Client Management via Intune is in the scope. We use Intune for Mobile Device Management which is to be considered as part of Managed Core Services. SCCM is a solution offered by current service provider and is to be replaced with Intune.

Desktop support, 1st and 2nd level will be handled by IDEA IT and 3rd level escalated to successful vendor.

1. **Question**

Does IDEA handle licenses or need to buy for example SQL licenses from the successful vendor?

**Response:**

We are in the process of consolidating our applications, business functions into a common platform ‘SaaS ERP solution and to leverage the functionality/tools of Office 365. We therefore do not envisage migrating/installing any SQL based applications on new environment. However, in the event that we will need to install or migrate these or any new applications, these will be handled as extra chargeable services, rates for such consultancy services to be provided and agreed upfront.

1. **Question**

Is the webservers connected to the SQL servers or standalone ?

**Response:**

These web servers are for business applications that will be consolidated into either o365 or new ERP platform. However, in the event that we will need to migrate any of them, these will be handled as extra chargeable services, rates for such consultancy services to be provided and agreed upfront. webservers will not be in the scope of this project for migration to new environment.

1. **Question**

Is it any applications left at the application servers after implementation of the new ERP system?

**Response:**

The envisaged plan is to consolidate all business applications into the new common platform, ‘ERP’ system. Confluence/Spider and Frevvo will be migrated to SharePoint Online (o365). These projects are not in scope for this tender. No application will be left.