

Frequently asked Questions

<p>1. You mention the creation of a “plan to immediately address any (business critical) system weaknesses”. Normally we come onsite to assess the current situation in person and then make suggestions as to an emergency work. Is this possible before the 30/11/2011 submission date?</p>	<p>1. An IT audit has already been carried out and based on these findings and the fact that currently the systems are running satisfactorily; we envisage the winning supplier to understand the infrastructure quickly through knowledge capture and user discussion and be able to create a plan of action. We believe at this stage that assessment before the 30th November is not necessary.</p>
<p>2. The term of the support contract is 3 years. Are you expecting a fixed fee for that term or are we allowed price rises due to inflation?</p>	<p>2 We are aware that our own needs may change over time and would want suppliers to be prepared to discuss and adjust their fee as necessary.</p>
<p>3. The contract is 3 years with a 6month probationary period. But the ‘partnership’ is renewed annually and for a maximum of 3 years. What is the difference between the contract and the partnership?</p>	<p>3. For the purposes of the ITT “contract” and “partnership” are interchangeable. The 6 month probationary period is the first half year of the 1st year of the contract, there will then be an additional 2 years.</p>
<p>4. The maintenance contract has to be both onsite and remote. It also must cover weekends. Questions: a. Do you expect the remote support over the weekend to be just telephone support or actually an engineer available to remotely access a staff members PC? b. Are we expected to remotely support only people in your office or also people working at home on laptops? c. Do you expect the weekend working to be only emergencies, or will we be expected to schedule in major maintenance tasks (such as restarting servers etc) on the weekend as well? d. What does the current contract cover you for outside normal working hours (9-5 mon-Fri)?</p>	<p>4. a. DCCE expect the engineer to be available to remotely access a staffs pc at the weekend if the employee needs urgent assistance, if a minor fault it can wait until the next working day morning b. Yes, a small percentage of people work at home on laptops or their own PC. We expect DCCE owned desktops/laptops to be supported. c. DCCE expect the weekend work to only be emergencies, we do not expect to schedule in any major maintenance tasks at the weekend d. We expect the respondents to decide what level of service may be required based on the details above</p>
<p>5. We offer onsite response times of 2, 4, 6 or 8hrs + travelling. Obviously you’d prefer 2 hours, but what is the maximum you can accept? We ask as the price rises the more responsive we (contractually) have to be.</p>	<p>Currently we have a 1 hour response time to telephone queries (call log procedure) which is ideal and a 2 hour response time onsite. The minimum we would accept is to be on site within 4 hours, although the answer to this question depends on the urgency of the matter!</p>
<p>6. What are your typical working hours Mon-Fri, Saturday and Sunday</p>	<p>DCCE opens at 8am and closes its offices 5.30pm. We are shutdown the week between Xmas and New Year, however some employees may wish to work remotely to access emails. This will not affect the contract until Xmas 2012.</p>

<p>1. What version of Exchange is running on DCCE-EX and can you confirm it is separate Server 2003 and Exchange rather than SBS?</p>	<p>As far as we are aware the server.</p>
<p>2. What is the Linux Dell server used for?</p>	<p>This is probably a case of checking with the IT consultant’s Audit team and with our current IT provider; As far as we are aware, we do not have a Linux Server, but given the Audit list, it would appear that the server that is missing from their list is the Proxy server.</p>
<p>3. Is there currently any form of remote access, if so is this done via Terminal</p>	<p>Remote Desktop Connection/Terminal Services is used for all users when outside the office,</p>

Services or VPN?	or when services are unavailable internally. VPN was used by a Windows 7 user from their personal sub-notebook, but VPN has not been in operation since our relocation.
4. DCCE-CRM Lists as having VMware vSphere Management tools installed. Is there an ESX or ESXi box missing off this outline or are some of the machines running on top of virtualisation platforms?	There is no virtualisation within our existing infrastructure. It is unknown why the software was installed – our current IT provider may be able to clarify if required.
5. Can asset tags for the servers be provided so detailed configuration of servers and warranty status can be assessed	Asset details were created by the IT consultant's Audit team. Highlander should also be able to clarify details, should they be required to do so. Serial numbers, Part numbers, etc for the machines can be supplied should they be required.
6. There is a Dell Inspiron mentioned that appears to have Windows 7 Starter edition on it. I assume this is not used to access the company network currently?	The Windows 7 Starter machine is a personal machine which is used by the CEO as their primary device, and is currently allowed to connect directly to the network internally, and permitted to access remote terminal services.
7. Do you currently have any links to handhelds devices? (ipads, blackberry, iphone etc) if so, how many please?	Multiple Android devices are in use – currently the new Mobile Phones (x19) and the new Xoom tablets (x5) are permitted to access the network. Phones and Tablets access OMA for Exchange services only, via their 3G data service only.
8. What current internet provision do you currently have?	The offices occupy a facilities managed building which supply internet access via separate VLANs allocated to each occupier. This provision is being discussed, but nothing has been agreed yet, so may be subject to change.
9. Could you also confirm if the exclaimer product you have includes the anti spam subscription.?	This was provided by our current IT provider but was supplied only to provide signatures to email. There is a Mimecast service provided currently for incoming mail, which provides filtering.

1. How many PCs?	Section 9 of ITT document
2. How many servers?	Section 9 of ITT document
3. How many laptops?	Section 9 of ITT document
4. What networking equipment do you have including makes and models (e.g. firewalls, switches & routers)?	Section 9 of ITT document
5. What server Operating System do you use?	Section 9 of ITT document
6. What do use for e-mail (i.e., Exchange / Outlook)?	Section 9 of ITT document
7. Do you have any bespoke applications?	Have an off-the shelf CRM package called Prospectsoft.
8. Do you have any database servers?	Section 9 of ITT document

9. How is user internet access restricted?	Internet is provided by facilities management, and managed for them under contract. Physical connectivity is provided by a single Ethernet connection (believed to be 100-baseT), and access is provided through a VLAN connection.
10. How many users in total?	Section 1of ITT document
11. Do they have any remote workers and what do they access remotely	Remote working is available to all users, and takes two forms: those users that are simply accessing email use OMA (usually via a 3G data service) – the current set-up only allows OMA over an external connection. Users can also use Remote Desktop Connection / Terminal Services to access all our services from outside the network.
12. What kind of internet connectivity do you have and who is it with (provider)?	Internet is ultimately provided by Virgin Media, but the service is provided to facilities management, not directly to tenants. The only method of access made available is the single VLAN provided to each tenant.
13. What recovery point and recovery time objective is needed for each of your core servers?	Currently implemented is an on-site data back-up solution, however the current arrangements are under review, and we would be looking to the winning provider to help inform this review process and implement the outcome. The servers also contain RAID hardware to help alleviate single hard-drive failures. Given the current configuration, it is essential that all servers are accessible for the greatest time possible. The business can (if forced) cope with a small amount of down time, but longer period's impact on the day-to-day running.
14. Do you keep a repository of all your licences, and assets?	A full software-based asset audit was done on all computer equipment, and a periodic visual inspection has been recently been completed of all Chamber assets. Licensing arrangements vary by necessity, although improvements can undoubtedly be made.
15. Can you provide network diagrams?	There is no network diagram currently available.
16. Are the PCs imaged or built from scratch?	Built from scratch
17. What anti-virus do you have in place?	Section 9 of ITT document – Symantec Anti-Virus