**Request for Proposal**

**Tender No. (27EGOVT2021)**

**Hyper converged Solution for the National cybersecurity Center**

**General Response for All Raised Questions**

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| **Q1** | **Is Support Service for Microsoft Solution such as Active Directory and Exchange required in this RFP? If yes, what the Support duration?** |
| **A1** | Yes, Please refer to the RFP to section (1.1.         RFP Purpose).    “In addition to that, providing the warranty, maintenance and support services for the hardware and software for 36 months starting from the project preliminary acceptance.” |
| **Q2** | **Are User’s Manual and Operational Guide required as well for Active Directory and Exchange?**  **I believe that the user manual and Operation Guide are applicable for the Hardware only. Please advise.** |
| **A2** | Yes, Please refer to section (3.2: infrastructure equipment installation and configuration)  “     Provide full documentation covering all aspects of the project, including but not limited to: user manuals, operations manual and configuration guides.” |