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# WHATS INCLUDED

Customer Requirements (this document)

Appendix A – Award Questionnaire (template to be completed)

Appendix B – Supplier Pricing Matrix (template to be completed)

Appendix C – Call-Off Contract (Part A&B) (Customer specific terms)

– Call-Off Contract (Part C) (Standard Terms and Conditions)

Any supplier invited to tender who has NOT returned their signed framework agreement for RM1043ii Digital Services 2 will NOT pass compliance check post-bid for this project, and therefore their response will NOT be evaluated. Should any supplier have any questions regarding their status, please contact CCS via the eSourcing suite.

OVERVIEW

|  |  |
| --- | --- |
| CCS Project Lead: | Lucy McCormack |
| Customer:  | The National Archives |
| Delivery Location: | Kew, Richmond, Surrey, TW9 4DU |
| Phase(s):  | Discovery |
| Project:  | DS02-045 |
| Required Capabilities: | Include, but are not limited to:[x] User Research  |
| Subcontracting Permitted? | [x] Yes [ ]  No |
| Supplier Partnering Permitted? | [ ] Yes [x]  No |
| Contract Charging Mechanism (Discovery Phase): | Fixed Price |
| Tender Publish Date:  | 15/10/2015 |
| Tender Submission Deadline: | 29/10/2015 |
| Proposed length of phase:  | Maximum 2 months elapsed time from project commencement date |
| Proposed Commencement Date of Project: | 19/11/2015 |

LOTTING STRUCTURE

## The Customer has structured this procurement as follows:

|  |  |
| --- | --- |
| **Lot 1**  | User Research |

TIMESCALES

The Customer or CCS may change this timetable at any time. The Potential Provider will be informed by email if there are any changes to this timetable.

## It is the Potential Provider’s responsibility to monitor the online messaging facility (e-Sourcing).

|  |  |  |
| --- | --- | --- |
| **DATE** | **WHO** | **ACTIVITY** |
| 15/10/2015 | CCS | **Publish requirements to Potential Providers** Clarification period starts |
| 20/10/2015 | CCS, Customer & Potential Providers | **Clarification Webinar 13:30**Invite to webinar will be issued via the CCS eSourcing Suite. All questions and responses will be published via eSourcing Suite. |
| 23/10/2015 | Potential Providers | **Clarification Question period closes**Please submit all clarification questions by 23:59hrsPlease note that we aim to publish all response to Q&A within 24hrs |
| 29/10/2015 | Potential Providers | **Submission Deadline** Potential Provider must upload submission to the eSourcing suite by 12:00noon |
| 10-11/11/2015 | Potential Providers & Customer | **Demonstration, Testing and Scrutiny**Potential Providers to demonstrate their approach to gathering user needs, giving examples of where this approach has been successfully delivered for public sector/not for profit organisations |
| 16/11/2015 |  | **Award Notification**Publish Successful and un-successful Potential Providers. |
| 19/11/2015 |  | **Expected "Commencement Date" for Call-Off Contract/s** |

KEY DELIVERY DATES

|  |  |  |
| --- | --- | --- |
| PROJECT PHASES | START DATE | COMPLETION DATE |
| [Discovery](https://www.gov.uk/service-manual/phases/discovery.html)  | 19/11/2015 | 20/01/2016 |

#

CURRENT SITUATION / BACKGROUND INFORMATION

The National Archives (TNA) is the official archive of the UK Government and for England and Wales, making available to the public a vast collection of historical records dating back over 1,000 years.

In accordance with the Public Records Act (1958), government is required to transfer the records it creates to The National Archives for permanent preservation and public inspection. That requirement extends across all types of government information, regardless of format or publication medium. Most of the records transferred are ‘open’ meaning that they can be made available to the public online once they have been transferred to the archive. Some records are transferred ‘closed’. This means that the records are not available to the public due to their content meeting one or more of the Freedom of Information Act exemptions or containing personal information about a named individual which is protected under the Data Protection Act (DPA).[[1]](#footnote-1) The records are therefore preserved but only their description is available online. In these cases the record cannot be seen for a specified number of years but the public can put in a request to ask for the file to be opened. The record is then reviewed and a decision made as to whether the FOI exemption or the DPA still applies. If it does not then the record is opened, if it does the records remains closed.

Over the next few years The National Archives is facing an unprecedented increase in the volume of digital material that it will need to acquire, store and preserve. To meet the challenge of this rapidly increasing digital collection, building on our award-winning experience in digital preservation, we have developed an innovative Digital Records Infrastructure (DRI) system. This is designed to preserve permanently digital records in a wide range of formats in order to support its responsibilities under the Public Records Act. The digital material is processed and ultimately stored in a robotic tape library known as the Dark Archive.

All records transferred to The National Archives (in both paper and digital format) are described on The National Archives’ online catalogue called Discovery. In addition, digital records transferred as open can be viewed online via Discovery. Requests to view closed records under the Freedom of Information Act can also be submitted via Discovery.

The development of the DRI system started in April 2012 and key elements of the system have been put into full production, while further workflows are currently under development.

As part of developing a future road map for the DRI, The National Archives needs to understand and articulate the user needs of a Digital Preservation system / service going forward 3-5 years; how well the current DRI system meets those needs and gap analysis where appropriate.

A decision was taken in 2011 to build the DRI system in-house and to use at its core a market-leading product, which had been developed by The National Archives in partnership with a company called Tessella. The product is now known as Preservica Enterprise Edition. The system supports the permanent preservation of born digital records and other digitised material,[[2]](#footnote-2) and provides a means of publishing a presentation copy of open material to Discovery. The ‘Dark Archive’, a robotic tape library, already in use for the long term storage of digital material, was incorporated into the DRI at this time.

There is strict adherence not only to preservation and storage requirements but also to very specific security and access requirements as well as The National Archives’ obligations in relation to:

* The Public Records Act (1958)
* The Freedom of Information Act (2000)
* The Environment Information Regulations (2004)
* The Data Protection Act (1998)
* The Re-Use of Public Sector information Regulation.

A logical design of the overall system along with a high level ‘transfer’ flow of material, from Government and Commercial sources through the DRI to Discovery, can be found in **Annex A.**

A short glossary of terms can be found in **Annex B.**

Brief information regarding The National Archives’ DRI users can be found in **Annex C**.

CURRENT ROLES AND RESPONSIBILITIES OF THE CUSTOMER

|  |  |
| --- | --- |
| **Role** | **Responsibilities**  |
| **Product Owner** | Responsible for overall management of the DRI |
| **Project Delivery Manager** | Responsible for the successful delivery of this project |
| **Users** | Responsible for engaging with the project team throughout this exercise  |

CURRENT TECHNOLOGIES AND LANGUAGES

A logical design of the overall system along with a high level ‘transfer’ flow of material, from Government and Commercial sources through the DRI to Discovery, can be found in **Annex A.**

REQUIRED OUTCOMES

The National Archives see the scope of the research as follows:

* A User Needs exercise in the context of Government Digital Services (GDS) Service Design Manual
* What are the user needs of a Digital Preservation system likely to be in 3-5 years?
* How well does the DRI meet those needs?
* What are the gaps?

If the supplier wishes to include any additional areas of research in the scope, it should state the ‘added value’ for inclusion and reflect the work separately in the costing.

While the supplier should set out how they would approach the research, The National Archives would propose the following methods are included:

* Consultation with the DRI User teams (see Annex C) (suggest 2 per team)
* Consultation with Other Government Department (OGD) Users, such as the Welsh Government or the Smith Commission
* Desk research into other ‘not for profit’ / public sector digital preservation systems for example those used by The National Archives of the Netherlands and Archives New Zealand
* Interpretation of the data collected and presentation of findings through the production of evidence-based user needs statements and personas.

Suppliers are welcome to propose alternative methodologies but must include the rationale for choice. The contractor should also state any requirements in respect of The National Archives’ resources they require in supporting this work.

**Any supplier appointed must ensure that all participant data must be kept securely, used only for the purposes of this project and destroyed at project end.**

TEST & DEVELOPMENT REQUIREMENTS

Not applicable

REQUIRED CAPABILITIES AND OUTCOMES OF THE SUPPLIER

|  |
| --- |
| Required Capabilities and Outcomes of the Supplier |
| **Capabilities** | **Outcomes** |
| **User Research**  | Final report, signed off by the Customer, detailing GAP analysis and recommendations |

##

THE METHODOLOGY

Responses to this tender must include the following:

Proposed methodology in detail, including rationale for choice;

Outline of consultation, analysis and reporting methods, including examples where possible;

Delivery timetable, including milestones and detailing proposed time spent on consultation;

Full detailed cost breakdown; The maximum available budget envelope for the delivery of this project is £30K.

GOVERNANCE

Kick Off Meeting between Supplier and Customer

Weekly Update Meetings (on site or via teleconference)

Review Meetings (at key milestones)

Formal Sign Off at Project End

TERMS AND CONDITIONS

Please note that Customer specific Terms and Conditions apply to this agreement. Please refer to the Call-Off Contract Part A, for further information. Please note that these terms will supersede the standard terms within Call-Off Contract Part C Call-Off Terms and Conditions

EVALUATION STAGES, MINIMUM PASS MARKS & PRICE EVALUATION

## Evaluation will follow the approach below:

## Technical & Cultural evaluation

* Demonstration, Testing and Scrutiny

## Pricing evaluation

MINIMUM PASS MARKS:

## In order for Potential Providers to progress they must achieve or exceed the Minimum Pass Mark, as defined in the Award Questionnaire.

|  |  |
| --- | --- |
| Stage 1: Technical & Cultural evaluation | All Potential Providers who achieve the required Minimum Pass Mark for a Lot will be added to the Short List, and will be eligible to continue in the Further Competition. |
| **Stage 2:** Practical Demonstration, and Scrutiny of the resources proposed by the supplier | Suppliers who meet the Minimum Pass Marks specified for Part A Supplier Confirmation, and Part B1 Written Submission; will be required to complete Part B2 Practical Demonstration of a particular skill (specified within the Award Questionnaire) in order to evidence capability. Supplier resources will be required to respond to the Scrutiny questions stipulated within the Award Questionnaire. Each shortlisted Supplier must achieve the Minimum Pass Marks identified in the Award Questionnaire to continue in the Further Competition. |
| Stage 3: Pricing evaluation  | For each Further Competition the Customer has a choice as to how they wish the pricing to be evaluated. In this instance the Customer has specified Combined Evaluation as their chosen price evaluation method. For more information please see the Evaluation Guidance document held on the e-Sourcing suite.Please note that pricing will only be evaluated for those shortlisted suppliers that have met the Minimum Pass Marks for the preceding evaluation stages |

1. For a list of exemptions see: <https://ico.org.uk/for-organisations/guidance-index/freedom-of-information-and-environmental-information-regulations/>. For an explanation of the Data Protection Act see https://www.gov.uk/data-protection/the-data-protection-act [↑](#footnote-ref-1)
2. See Annex B for specification of all digital material [↑](#footnote-ref-2)