



THE NATIONAL ARCHIVES

INDEPENDENT COMPLAINTS SERVICE

INVITATION TO TENDER – OPEN COMPETITION

DEADLINE FOR TENDER SUBMISSIONS – 5PM (UK TIME), 9 JULY 2021

1. ABOUT US

- 1.1. The National Archives (TNA) is a non-ministerial government department. The Chief Executive of The National Archives is the statutory Keeper of Public Records who reports to the Secretary of State for Digital, Culture, Media and Sport. We incorporate the Office of Public Sector Information and Her Majesty's Stationery Office. We also perform the Historical Manuscripts Commission's functions in relation to private records.
- 1.2. As the government's national archive for England, Wales and the United Kingdom, we hold over 1,000 years of the nation's records for everyone to discover and use and are guardians of some of our most iconic national documents. Our 21st-century role is to collect and secure the future of the government record, both digital and physical, to preserve it for generations to come, and to make it as accessible and available as possible.
- 1.3. We are an accredited archive service and, in 2011, responsibility for archives across England was transferred to The National Archives from the Museums, Libraries and Archives Council (MLA). Our expertise in the effective management, use and re-use of information makes us a valuable resource for government and public sector bodies.
- 1.4. More information on TNA can be found at [The National Archives](#)

2. REQUIREMENT

- 2.1. The purpose of this Invitation to Tender (ITT) is for TNA to select and appoint a single supplier to provide independent review services for a period of three years starting from 1 October 2021, with an option to extend for two additional periods of up to twelve months (3+1+1).
- 2.2. The purpose of the independent complaints review service is to provide an impartial and effective complaints review and resolution service for people and organisations dissatisfied with the response received to their concerns.
- 2.3. The role of the independent complaints service is to settle complaints about poor or inappropriate service, either by conciliation or adjudication.
- 2.4. The service will provide a wholly independent final stage of complaint review, provided by a professional complaint handling service, which underpins The National Archives.
- 2.5. The service will investigate whether TNA has provided satisfactory service in line with its own policies and procedures. Each complaint issue is addressed in an unbiased way, seeking a fair outcome for all involved.
- 2.6. Potential suppliers should note that the current service has resulted in approximately five, but could be as many as 10 days' work in a financial year.
- 2.7. If you would like to read the Annual Report of the Independent Complaints Reviewer 2019-2020 please go to Annex C (page 117) using the link below [annual-report-accounts-2019-2020.pdf \(nationalarchives.gov.uk\)](https://www.nationalarchives.gov.uk/annual-report-accounts-2019-2020.pdf)

3. HOW TO RESPOND

Please respond by submitting a tender response to procurement@nationalarchives.gov.uk by **5pm (UK time), 9 July 2021**.

If you have any questions relating to this opportunity, please submit them to procurement@nationalarchives.gov.uk by **5pm (UK time), 25 June 2021**.

In your response please:

- 3.1. Tell us about **your experience** in dealing with dispute resolution, complaint handling and mediation – preferably in or advising the public sector.
- 3.2. Tell us **how you will apply this experience** in providing the independent complaints review service to TNA.
- 3.3. Submit your proposed **rate card** for the contract period, specifying any contingent discounts which may apply. If you propose to use one or more sub-contractors please specify to us who they are.

4. PROCUREMENT TIMETABLE

Ref	Description	Date(s)
1	Invitation to Tender document is published	11 June 2021
2	Deadline for Potential Suppliers to submit clarification questions* to procurement@nationalarchives.gov.uk	5pm (UK time) 25 June 2021
3	Deadline for Potential Suppliers to submit their Tender Responses to procurement@nationalarchives.gov.uk	5pm (UK time) 9 July 2021
4	Contract award	30 July 2021
5	Contract start date	1 October 2021

**Any clarification question that TNA deems to be relevant to more than one Potential Supplier will be shared with all Potential Suppliers*

5. EVALUATION CRITERIA

5.1. Tender submissions will be evaluated using the following matrix:

Quality (your response to sections 3.1. and 3.2.)	70%
Price (your response to section 3.3.)	30%

5.2. Price scores will be based on a comparison between each Potential Supplier's price offers, based on the percentage difference from the lowest bid price. The lowest offered price will receive the maximum pre-weighted score of 10 points, a price which is 20% higher will receive a score of 8 (i.e. the maximum score minus 20%).

5.3. For the Quality category a point score between 1 and 10 is available. These points will be allocated applying the criteria as listed in the table below. If your Response mainly has the criteria of one score, but also has one or more criteria of a lower score, then that Category will be awarded the lower score.

10 Points	<p>Outstanding:</p> <ul style="list-style-type: none"> • Potential Supplier has provided a response that addresses all parts of the requirement • Potential Supplier has provided evidence to support all elements of their response • The evidence supplied is convincing and highly relevant to the requirement • Potential Supplier's response is clear and easy to understand • Where relevant, Potential Supplier has demonstrated a high level of capability to deliver new and innovative service approaches
7 Points	<p>Good:</p> <ul style="list-style-type: none"> • Potential Supplier has provided a response that addresses all parts of the requirement • Potential Supplier has provided evidence to support most elements of their response • The evidence supplied is good and relevant to the requirement • Potential Supplier's response is clear and easy to understand • Where relevant, Potential Supplier has demonstrated some level of capability to deliver new and innovative service approaches

<p>4 Points</p>	<p>Average:</p> <ul style="list-style-type: none"> • Potential Supplier has provided a response that addresses some parts of the requirement • Potential Supplier has provided evidence to support some elements of their response, but not all • The evidence supplied has some limited relevance to the requirement • Potential Supplier’s response is not always clear and easy to understand • Where relevant, Potential Supplier has demonstrated limited capability to deliver new and innovative service approaches
<p>1 Point</p>	<p>Poor:</p> <ul style="list-style-type: none"> • Potential Supplier has provided a response that fails to address most parts of the requirement • Potential Supplier has provided little or no evidence to support most elements of their response • The evidence supplied is very weak and has very limited relevance to the requirement • Potential Supplier’s response is not always clear and easy to understand • Where relevant, Potential Supplier has demonstrated little or no capability to deliver new and innovative service approaches

6. CONTRACT TERMS

6.1. The Contract, and any subsequent Contract variations, shall be governed by our standard terms and conditions, available [here](#) and by submitting a response to this Invitation to Tender, you accept these terms and conditions.

6.2. Please note that the information you supply in your tender submission may be used, in whole or in part, to populate the Contract. As such, please make clear and unambiguous statements about the commitments you are making.

6.3. The National Archives reserves the right not to appoint and to achieve its goals by other means.