**APPLICATION SUPPORT AND ENHANCEMENT SERVICE FOR
MIMIR DATABASE MANAGEMENT SYSTEM**

INVITATION TO TENDER

DEADLINE FOR TENDER SUBMISSIONS – 5PM (UK TIME), 18 MARCH 2022

1 ABOUT US

1.1 The National Archives (TNA) is the official archive and publisher for the UK government, and for England and Wales, holding official records containing 1,000 years of history. Our 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. We are a non-ministerial department and our parent department is the Department for Culture, Media and Sport. More information on TNA can be found at www.nationalarchives.gov.uk. Archives Inspire sets out our plans for the next few years.

1.2 TNA holds over 11 million historical and government records, houses approximately 550 staff and currently welcomes approximately 80,000 visitors per year.

TNA also fulfils a leadership role for the archive sector and work to secure the future of physical and digital records throughout the UK. As part of this role we administer funding, monitor sales of archives and manuscripts, maintain an authoritative database of historic archival collections and new accessions and a register of manorial documents underpinned by statute.

2   THE MIMIR DATABASE MANAGEMENT SYSTEM

2.1   The Mimir UI is a modern browser-based application interacting with an MS SQL database.

2.2   The Mimir system is a Java-based web application running on a built-in Tomcat Application Server (Spring Boot 2.0) and using Thymeleaf and a number of Spring frameworks. The system includes some integration with The National Archives email server using the MS Exchange API.

2.3   The system forms part of the wider Discovery infrastructure (https://discovery.nationalarchives.gov.uk/), which is The National Archives' platform for publishing collections metadata through extract and transfer of files.

2.4   Mimir supports delivery of the following data services:

(a)   National Register of Archives (NRA) – the largest collections in the UK of finding aids relating to British history. NRA consists of two parts – the finding aids and the indexes. Presentation of the indexes is integrated within TNA's Discovery catalogue and is managed in Mimir.

(b)   Manorial Document Register (MDR) - a central register recording the nature and location of English and Welsh manorial archives. Presentation of the indexes is integrated within TNA's Discovery catalogue and is managed in HMC Admin.

(c)   ARCHON Directory - contains contact and access details of repositories within the UK and selected repositories around the world. This module is available to search via TNA's Discovery catalogue and entries are managed in HMC Admin.

(d)   Accessions – contains data of archives accessioned, mainly by local authority managed archive services, but has been extended to include other archives in the UK and Ireland.

(e)   Sales Monitoring – provides a searchable database of manuscript lots sold at auction and in booksellers catalogues to inform our advice to government, grant awarding bodies and the archive sector on the fairness of offer and asking prices against the current market. It also allows The National Archives (through its connection

with ARCHON) to notify repositories of lots within their collecting remit.

(f) Places of deposit – contains information on types of records held by certain archives under specific public records legislation and is vital for the process of calculating and distributing £710,000 of New Burdens payments annually to Places of Deposit (PODs) and coroner's courts to 2025.

2.5 The system was developed recently (2019/20) and does a good job of meeting its specified needs.

3   **OUR REQUIREMENTS**

3.1   TNA wishes to procure an application support and enhancement service for Mimir from **1 April 2022 to 31 April 2025** (3 years) which includes:

(a)   Application Support, including a 'helpdesk' service with dedicated telephone and email communication during normal UK working hours;

(b)   Day-to-day technical support and issue resolution;

(c)   Small enhancement development;

(d)   Software patch release management;

(e)   Database scripts, should data fixes be required to resolve an issue;

(f)   Liaison with TNA IT Infrastructure team when required to investigate and resolve an issue;

(g)   TNA business process support when required;

(h)   Provision of sFtp service for delivery of software releases;

(i)   Provision of a quarterly Service Report to document all activities undertaken in the preceding period with budget summary;

(j)   Quarterly Service Review meetings to appraise service delivery in the preceding period, plan future activities, resolve issues and provide for the overall governance of the service.

3.2   <u>Helpdesk and application support</u>

We require as a minimum a helpdesk facility where TNA can report day-to-day technical issues by phone and email; these should be logged with some form of prioritised ticketing system and fixed/addressed within reasonable timescales.

More serious or complex issues may require attendance from a specialist member of the Appointed Supplier's team, either remotely or on-site as necessary. We expect such assistance not to exceed 15 work days total time in any 12 month period, however this is an estimate only and TNA is not committing to any minimum guaranteed spend in this regard.

TNA expects the Appointed Supplier to maintain an up-to-date log of all calls/issues, with progress tracking, and for that log to be made available on request and also discussed at quarterly review meetings.

3.3   <u>Development work</u>

From time to time, TNA may wish the Appointed Supplier to provide a specialist and/or a specialist team to work on development of the service. We expect such assistance not to exceed 20 work days total time in any 12 month period, however this is an estimate only and TNA is not committing to any minimum guaranteed spend in this regard.

The Appointed Supplier should be prepared to:

- assist TNA with initial analysis of the proposed work, including cost estimation;
- provide software development services as may be agreed (including QA);
- provide release management support.

For information only (without commitment), the type of work TNA is considering is:

- delivering the ability to update data safely in bulk, with a particular focus on URL management within the application and maintaining overall data health.
- provision of styled, external facing forms for a range of data ingest projects and enhanced reporting to present the resulting data
- database changes to maintain and improve Mimir's alignment with the evolving infrastructure being developed within TNA to ensure the continued viability of our data services and take advantage of new affordances.

TNA expects the Appointed Supplier to maintain an up-to-date log of all development discussions, with progress tracking where appropriate, and for that log to be made available on request and also discussed at quarterly review meetings.

4   HOW TO RESPOND

4.1   If you have any clarification questions related to this requirement, please submit these procurement@nationalarchives.gov.uk by **5pm (UK time) on 8 March 2022**.

4.2   Please submit your response to this requirement to procurement@nationalarchives.gov.uk by **5pm (UK time) on 18 March 2022**.

4.3   It is for you to determine what format your Proposal should take so as to describe your offer in a clear, comprehensive and convincing fashion; however, you should note that the information you supply may be used, in whole or in part, to populate the Contract Schedules. As such, please make clear and unambiguous statements about the commitments you are making.

4.4   Please ensure that within your Proposal you address **as a minimum**:
    a)   how you propose to meet our requirements as laid out in Section 3 above.
    b)   your proposed Service Level Agreement (SLA) that will apply throughout the contract period. As a minimum, you should describe your service hours of operation and response times.
    c)   your contract price for delivery of helpdesk services for the 3 year contract period. Please provide a breakdown of the price per year.
    d)   your hourly/half-day/day rate for provision of helpdesk specialists (see Section 3.2).
    e)   your hourly/half-day/day rate for provision of development specialists (see Section 3.3)

4.5   If you have any creative proposals as to how our requirements could be delivered in a more cost effective way than currently specified, or if you have any proposals which you feel may add value to TNA, please explain these fully in your response.

5 EVALUATION CRITERIA

5.1 Tender Responses will be evaluated as follows:

Price (Sections 4.4 (c), (d) and (e))	20%
Quality (Sections 4.4 (a) and (b), and Section 4.5)	80%

5.2 Price scores will be based on a comparison between each Potential Suppliers' price offer, as calculated above, 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 Quality categories will be evaluated according to the table below:

10 Points	**Outstanding:** • 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	**Good:** • 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
4 Points	**Average:** • 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
1 Point	**Poor:** • 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

5.4   Following this evaluation, TNA may choose to conduct interviews and/or to demonstrate their solution, following which those Potential Suppliers will have their submission/interview re-evaluated and scores may change as a result. We anticipate a maximum of 3 Potential Suppliers will be shortlisted.

6 PROCUREMENT TIMETABLE

Description	Date(s)
Deadline for submission of clarification questions*	5pm (UK time) 8 March 2022
Deadline for submission of Tender Responses	5pm (UK time) 18 March 2022
Timebox for TNA to evaluate submissions	21-22 March 2022
Timebox for TNA to invite shortlisted suppliers to demonstrate their solution	24/25 March 2022
Contract award (anticipated)	By 5pm, 25 March 2022

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

7 **CONTRACT**

7.1   The Contract will be awarded under our [standard terms and conditions.](#)

7.2   The National Archives reserves the right not to award any or all Lots and to achieve its aims through other means.