THE NATIONAL ARCHIVES

HOSTING AND SUPPORT FOR RESEARCHSPACE PROJECT

INVITATION TO TENDER – OPEN COMPETITION

DEADLINE FOR TENDER SUBMISSIONS – 5PM (UK TIME), 23 JULY 2021

1   ABOUT US

1.1   The National Archives (TNA) is the official archive and publisher for the UK government, and for England and Wales. We are the guardians of some of our most iconic national documents, dating back over 1,000 years. We are an accredited archive service.

1.2   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   The Collection Care Department (CCD) is responsible for conservation at TNA. The department documents its activities using qualitative, quantitative and visual data, for example condition reporting, treatment, loans and exhibitions, scientific data from surveys/material analysis and before/after treatment images.

2 BACKGROUND AND REQUIREMENT

2.1 ResearchSpace is an open source system, licensed under the open source GNU Affero General Public Licence, based on a model of continual community expansion and development. It is fundamentally a repository of Collection Care (conservation) related information.

2.2 ResearchSpace has been initiated and funded by the Andrew W. Mellon Foundation and has been developed over the last 10 years at the British Museum. It uses Linked Data to allow organisations to work collaboratively the aims of increased research opportunities, making data more widely accessible and reaching a greater range of audiences.

2.3 ResearchSpace is designed to expand and change to meet new processes and needs. This flexibility means that the system can adapt to new practices and incorporate more of the knowledge that underpins conservation activities. New components are continually added through community development.

2.4 We are seeking to appoint a Supplier with a thorough working knowledge of ResearchSpace to provide support to TNA in its use of the system during the contract period. In addition, the Appointed Supplier must provide secure hosting in the UK of a minimum of initially 3 TB of cloud space in which TNA's ResearchSpace data will be held.

2.5 The contract will be let for a period of 3 years.

3   HOW TO RESPOND

3.1   If you have any clarification questions related to your Tender Response, please submit these to procurement@nationalarchives.gov.uk by **12 noon (UK time) on 16 July 2021.**

3.2   Please submit your Tender Response to procurement@nationalarchives.gov.uk by **5pm (UK time) on 23 July 2021**.

3.3   It is for you to determine what format your Tender Response should take so as to describe your offer in a clear, comprehensive fashion. However please ensure your Tender Response includes as a minimum:

   3.3.1   Your **knowledge** of the ResearchSpace system, and your **experience** of providing support therefor;

   3.3.2   Your **Service Level Agreement** (for example, helpdesk availability times, severity levels, response times) to which you will commit during the contract period;

   3.3.3   Your proposed **approach** (for example hosting provider, security) to cloud provision. **The Appointed Supplier must provide secure hosting in the UK**;

   3.3.4   Your **contract price** for the 3 year period, exclusive of VAT but inclusive of all other expenses.

4 EVALUATION CRITERIA

4.1 Your Tender Response will be evaluated using the following criteria:

Knowledge and experience (Section 3.3.1)	30%
Service Level Agreement (Section 3.3.2)	30%
Hosting (Section 3.3.3)	20%
Hosting must be in the UK	Pass/Fail
Price (Section 3.3.4)	20%

4.2 Price scores will be based on a comparison between each Potential Suppliers' price offer, 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%).

4.3 Other (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 reserves the right to interview a maximum of three Potential Suppliers, and/or to take references. This additional information will then be considered among the other Quality elements when making a contract award decision.

5   PROCUREMENT TIMETABLE

5.1   The procurement timetable is as follows:

Ref.	Description	Date
1	Invitation to Tender published	9 July 2021
2	Deadline for Potential Suppliers to submit clarification questions to procurement@nationalarchives.gov.uk	12 noon (UK time) 16 July 2021
3	Deadline for Potential Suppliers to submit Tender Responses to procurement@nationalarchives.gov.uk	5pm (UK time) 23 July 2021
4	Contract start date (anticipated)	1 August 2021

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

6   CONTRACT TERMS

6.1   The contract will be awarded subject to our standard terms and conditions, which can be found [here](#).

6.2   TNA reserves the right not to award and to complete its objectives through other means.