



## **THE NATIONAL ARCHIVES**

### **CORE SWITCHES SUPPORT CONTRACT**

#### **OPEN COMPETITION INVITATION**

**DEADLINE FOR TENDER SUBMISSIONS – 3PM (UK TIME), 17<sup>TH</sup> FEBRUARY 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. 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. More information on TNA can be found at [The National Archives](https://www.nationalarchives.gov.uk)
- 1.3.** TNA is based in Kew, South West London.

## **2. OBJECTIVE**

**2.1** The objective of this tender exercise is to procure a support partner and contract for our current core switches infrastructure. Our current support contract expires on the 3<sup>rd</sup> March 2022 so would require a smooth transition to our new support contract by the 4<sup>th</sup> March 2022.

**2.2** The National Archives is looking to award a contract for an initial period of **ONE** year, with an option to extend for **ONE** additional period of up to **ONE** year (1+1).

### 3 THE REQUIREMENT

- 3.1** The National Archives current hardware and infrastructure estate includes the below hardware:

Model and Quantity
14 X HP 5900AF-48XG-4QSFP+ Switches
2x HP FF 12508E AC Switch Chassis

- 3.2** Our minimum expected support is as follows:

- 3.2.1** Advice and discussion by phone and email;
- 3.2.2** Remote assistance by WebEx or similar supervised access;
- 3.2.3** Onsite supervised access during normal office hours;
- 3.2.4** Replacing faulty hardware and disks should this be required;
- 3.2.5** 4 hours response time for queries;
- 3.2.6** Support available from 7AM – 7PM from Monday – Friday.

## 4 HOW TO RESPOND

- 4.1 Please respond by submitting a tender response to [itfp@nationalarchives.gov.uk](mailto:itfp@nationalarchives.gov.uk) by **3pm (UK time), 17<sup>TH</sup> February 2022**
- 4.2 If you have any questions relating to this opportunity, please submit them to [itfp@nationalarchives.gov.uk](mailto:itfp@nationalarchives.gov.uk) by **5pm (UK time), 11<sup>th</sup> February 2022**
- 4.3 To respond please ensure you complete the attached cost spreadsheet **Appendix A** and response spreadsheet **Appendix B**, ensuring your response addresses as a minimum, the points below. **Should you wish to include any supplementary information please do this as a separate document.**
- 4.4 A comprehensive description of your proposed solution. Suppliers must describe their offering in a succinct, clear, comprehensive and unambiguous fashion. However, please ensure that within this description you specify:
- 4.4.1 What services you will provide, and how, addressing point by point each of the services described in Sections 3
  - 4.4.2 What resourcing commitments you are making, the skills and relevant experience of the staff involved. You may wish to include any relevant industry certifications you hold to support this element of your submission;
  - 4.4.3 What resourcing and other commitments you require TNA to make;
  - 4.4.4 What sub-contracting arrangements (if any) you will put in place.
- 4.5 Your proposed Service Level Agreement (SLA) document detailing the Service Levels offered for support. As a minimum you should describe the resources you propose to allocate, hours of operation and response times.
- 4.6 Your contract price for support for the products as described in this Invitation to Tender. Please include separate prices for the first contract year and for the optional second contract year. Your submitted contract price must include any and all duties and levies (except UK VAT, which should be excluded) which may be payable on your proposed solution as

submitted. If some or all of your proposed solution includes goods or services which are source from outside the UK, you must tell us (a) which goods/services are sourced from outside the UK, (b) the associated commodity code(s), (c) the associated duties and levies payable and (d) confirmation that your contract price includes all such duties and levies (except UK VAT). For the avoidance of doubt, your contract price should reflect the equivalent of Incoterm DDP (Delivery Duty Paid) and therefore the full cost to The National Archives should your bid be successful.

- 4.7** Confirmation that you are able to meet the requirements described in this document.

## 5 PROCUREMENT TIMETABLE

Ref	Description	Date(s)
1	Invitation to Tender document is published	4 <sup>th</sup> February 2022
2	Deadline for Potential Suppliers to submit clarification questions to <a href="mailto:itfp@nationalarchives.gov.uk">itfp@nationalarchives.gov.uk</a>	5pm (UK time) 11 <sup>th</sup> February 2022
4	Deadline for Potential Suppliers to submit their Tender Responses to <a href="mailto:itfp@nationalarchives.gov.uk">itfp@nationalarchives.gov.uk</a>	3pm (UK time) 17 <sup>th</sup> February 2022
5	Contract Award	w/c 28 <sup>th</sup> February 2022
6	Service Operational	4 <sup>th</sup> March 2022

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

## 6 EVALUATION CRITERIA

- 6.1** Tender submissions will be evaluated using the following matrix:
- |   |     |
|---|-----|
| Quality (your response to sections 3 and 4) | 40% |
| Contract Price (your response to section 4) | 60% |
- 6.2** 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%).
- 6.3** For the experience and Quality categories a point score between 0 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.

<b>10 Points</b>	<b>Outstanding:</b> <ul style="list-style-type: none"><li>• Potential Supplier has provided a response that addresses all parts of the requirement</li><li>• Potential Supplier has provided evidence to support all elements of their response</li><li>• The evidence supplied is convincing and highly relevant to the requirement</li><li>• Potential Supplier's response is clear and easy to understand</li><li>• Where relevant, Potential Supplier has demonstrated a high level of capability to deliver new and innovative service approaches</li></ul>
<b>7 Points</b>	<b>Good:</b> <ul style="list-style-type: none"><li>• Potential Supplier has provided a response that addresses all parts of the requirement</li><li>• Potential Supplier has provided evidence to support most elements of their response</li><li>• The evidence supplied is good and relevant to the requirement</li><li>• Potential Supplier's response is clear and easy to understand</li><li>• Where relevant, Potential Supplier has demonstrated some level of capability to deliver new and innovative service approaches</li></ul>
<b>5 Points</b>	<b>Average:</b> <ul style="list-style-type: none"><li>• Potential Supplier has provided a response that addresses most parts of the requirement</li><li>• Potential Supplier has provided evidence to support most elements of their response</li><li>• The evidence supplied has some relevance to the requirement</li></ul>

	<ul style="list-style-type: none"> <li>• Potential Supplier's response is clear and easy to understand</li> <li>• Where relevant, Potential Supplier has demonstrated limited capability to deliver new and innovative service approaches</li> </ul>
<b>3 Points</b>	<b>Poor:</b> <ul style="list-style-type: none"> <li>• Potential Supplier has provided a response that addresses some parts of the requirement</li> <li>• Potential Supplier has provided evidence to support some elements of their response, but not all</li> <li>• The evidence supplied is weak and has limited relevance to the requirement</li> <li>• Potential Supplier's response is not always clear and easy to understand</li> <li>• Where relevant, Potential Supplier has demonstrated limited capability to deliver new and innovative service approaches</li> </ul>
<b>1 Point</b>	<b>Very Poor:</b> <ul style="list-style-type: none"> <li>• Potential Supplier has provided a response that fails to address most parts of the requirement</li> <li>• Potential Supplier has provided little or no evidence to support most elements of their response</li> <li>• The evidence supplied is very weak and has very limited relevance to the requirement</li> <li>• Potential Supplier's response is not always clear and easy to understand</li> <li>• Where relevant, Potential Supplier has demonstrated little or no capability to deliver new and innovative service approaches</li> </ul>
<b>0 Points</b>	<b>Fail:</b> <ul style="list-style-type: none"> <li>• No response provided</li> </ul>



## **7 CONTRACT TERMS**

- 7.1** The contract, and any subsequent Contract variations, shall be governed by our standard terms and conditions, available [here](#) and by submitting a responses to this Invitation to Tender, you accept these terms and conditions.
- 7.2** 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.
- 7.3** The National Archives reserves the right not to appoint and to achieve its goals by other means.