



THE NATIONAL ARCHIVES
FINANCE SYSTEMS SUPPORT CONTRACT
INVITATION TO TENDER

CLOSING DATE FOR RESPONSES – 5PM (UK time) 8th July 2019

1 ABOUT US

- 1.1 The National Archives is the official archive and publisher for the UK government, and for England and Wales. Its 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. It is based in Kew, South West London. More information on The National Archives can be found at: www.nationalarchives.gov.uk

2 OBJECTIVE

2.1 The objective of this procurement process is to select a Supplier to provide support, maintenance and software-assurance services for our on premise Finance department systems for a 1 year period, namely **1st September 2019 to 31st August 2020** inclusive.

2.2 We intend to award a contract for an initial period of 1 year, with an option to extend for up to 1 additional period of up to twelve months (1+1).

2.3 The contract termination notice will be 1 month for both parties.

3 THE REQUIREMENT

3.1 The National Archives owns perpetual licences for the following products and corresponding user numbers:

	Product	Version	Supplier	Number of users
1	SUN	6.3 PS13	Infor	20
2	(Q&A) Vision	10.1.10	Infor	25
3	IPOS	6.1.2.45	Professional Advantage	100
4	Advanced Inquiry	6.1.2.4	Professional Advantage	5
5	Spindle	6.18.0.5	Draycir	5

3.2 The National Archives' client operating system is Windows 10 and the server operating system is Windows Server 2016 core

3.3 The National Archives requires a support service which, as a minimum, operates between the hours of 9am to 5pm, Monday to Friday.

3.4 Support may be required as follows:

- Advice and discussion by phone and email;
- Remote assistance by WebEx or similar supervised access;
- Onsite supervised access during normal office hours;
- Advice and support on new products such as MTD (Making Tax Digital) add-ons.

4 HOW TO RESPOND

- 4.1 If you have any clarification questions related to your Tender Response, please submit these to procurement@nationalarchives.gov.uk by 5pm (UK time) on 17th June 2019
- 4.2 Please respond with the following information:
- 4.2.1 Your **experience** of providing support for the systems and versions described in Section 2.2. You may wish to include any relevant industry certifications you hold to support this element of your submission.
 - 4.2.2 Your proposed **Service Level Agreement** (SLA). As a minimum you should describe the resources you propose to allocate, hours of operation and response times.
 - 4.2.3 Your **IT security** arrangements, and any relevant accreditations (such as Cyber Essentials, ISO27001, or other) which your organisation holds.
 - 4.2.4 Your **contract price** for support for the products, users and contract term described in Section 2 of this Invitation to Tender. Please note: your response should reflect a fully inclusive annual cost, to include all travel and other expenses.
 - 4.2.5 Your **rate card** for professional fees for work which may be required outside the support contract. Please provide as a minimum full-day and half-day rates.
- 4.3 Please submit your Tender Response to procurement@nationalarchives.gov.uk by 5pm (UK time) on 8th July 2019

5 EVALUATION CRITERIA

5.1 Tender Responses will be evaluated and scored as below.

Your experience	10%
Quality (your SLA and IT Security)	30%
Contract price and rate card	60%

5.2 The lowest total price will receive the maximum pre-weighted score of 10. All other bids will be awarded the maximum pre-weighted score reduced by the proportion by which their total price is higher.

6 PROCUREMENT TIMETABLE

Description	Date(s)
Invitation to Tender issued	29th May 2019
Deadline for submission of clarification questions	5pm, 17th June 2019
Deadline for The National Archives to answer clarification questions*	24th June 2019
Deadline for submission of Tender Responses	5pm, 8th July 2019
Time box for The National Archives to evaluate submissions	9th July to 16th July 2019
Contract award	17th July 2019

**Any clarification question that The National Archives deems to be relevant to more than one Potential Supplier will be shared with all Potential Suppliers via Contracts Finder.*

7 CONTRACT TERMS

7.1 The Contract shall be governed by the short form conditions for services published [here](https://www.gov.uk/government/publications/short-form-terms-and-conditions). (<https://www.gov.uk/government/publications/short-form-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 for this requirement and to achieve the outcomes of the project through other methods.