



## THE NATIONAL ARCHIVES

### REPLACEMENT HISTORICAL MANUSCRIPTS COMMISSION DATABASE

#### INVITATION TO TENDER

**DEADLINE FOR TENDER SUBMISSIONS – 12 noon (UK TIME), 25 November 2019**

#### **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](http://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.
- 1.3 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 several modest grant funds, with significant monitoring and reporting requirements, hence the need for an end-to-end grant management solution.

## 2 HISTORICAL MANUSCRIPTS COMMISSION DATABASE

- 2.1 The Historical Manuscripts Commission Administrative Database (HMC Admin) is a browser-based application interacting with an MS SQL database.
- 2.2 The underlying data in HMC Admin is held in a MS SQL database which has successfully been updated and moved to new servers. However, the browser based tools which TNA staff (in two departments, Archive Sector Development and Cataloguing) use to interact with the database are at breaking point both technically (e.g. they require an old version of Internet Explorer for which Microsoft could remove support at any time) and in terms of business processes.
- 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 HMC Admin 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 HMC Admin.
  - (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 TNA (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 All of these functions suffer today from the limited capability of the system. There is very limited capacity to run reports or surface different views through inputted data. Bulk editing of entries is impossible and much work that should be carried out within the DBMS is done via spreadsheet. The system has no user-facing capacity for bulk ingest.

### **3 KEY DELIVERABLES**

3.1 TNA wishes to procure a service that will:

- (a) take an iterative, agile and user centred approach
- (b) design and implement a replacement system
- (c) be future-proof in terms of adapting to changing technology (browsers and portable devices) and standards
- (d) incorporates a robust audit trail
- (e) maintain the integrity of the existing data
- (f) continue to interact with our Discovery infrastructure
- (g) ensure continued delivery of the services outlined at 2.4

3.2 The principal development work will consist of:

- (a) Improvements to the data model, if practicable, to provide more coherent links between records.
- (b) Provision of CRUD (Create, Read, Update, Delete) operations in the new interface, using a set of screens based on current views of the data.
- (c) The ability to carry out updates at scale (i.e. to an entire selected record set in a single operation) and to create reports based on a dynamic selection of fields.
- (d) End-to-end support for the Accessions/New Burdens process outlined in Appendix A, incorporating upload of data from Excel spreadsheets and Access databases, the calculation of payments and the production of bulk emails.
- (e) An API to allow machine access to data within the system

## **4 REQUIREMENTS GENERAL**

- 4.1 The purpose of this Procurement Process is to selecting a Supplier to provide:
- (a) all licensing as may be required;
  - (b) cloud hosting (if this is considered appropriate or TNA may continue to host the data);
  - (c) software set-up and configuration, and/or comprehensive configuration training; and
  - (d) light touch support and training. Typically, we would anticipate support being provided by telephone and by e-mail for the period 2020 to 2022 inclusive (i.e. three years).
- 4.2 The system **MUST** be independently certified against recognised information security standards such as ISO270001, or Cyber Essentials Plus.
- 4.3 The maximum available budget for this project is £70,000 (inclusive of all taxes and expenses). NOTE: TNA is able to reclaim VAT on cloud products. We would ask you to detail in your contract price where VAT is chargeable by yourselves, and whether each VAT-able line item relates to a cloud service or not. The budget of £70,000 is exclusive of VAT recouped by TNA in this way.
- 4.4 If cloud hosting is recommended, the supplier must offer an exit plan showing how access to data will be maintained in the event of insolvency, contract termination or other incident potentially putting continuous access to the data at risk.

## 5 HOW TO RESPOND

- 5.1 If you have any clarification questions related to this requirement, please submit these [procurement@nationalarchives.gov.uk](mailto:procurement@nationalarchives.gov.uk) by 12 noon, 11 November 2019.
- 5.2 Please submit your response to this requirement to [procurement@nationalarchives.gov.uk](mailto:procurement@nationalarchives.gov.uk) by 12 noon, 25 November 2019.
- 5.3 It is for you to determine the format of your tender submission. However please ensure your submission comprises the following **as a minimum**:
- 5.3.1 Your **contract price** for the requirements specified in this document, inclusive of all required services, for the full contract term of 3 years. Unless you specify otherwise, we will assume that;
- (a) TNA will have the ability to increase license volumes annually based on business needs, and that any additional licenses will be supplied at the unit prices specified in your response;
  - (b) TNA will have the ability to reduce license volumes annually based on business needs, and that the total annual price will reduce accordingly.
  - (c) NOTE: TNA is able to reclaim VAT on cloud products. We would ask you to detail in your contract price where VAT is chargeable by yourselves, and whether each VAT-able line item relates to a cloud service or not.
- 5.3.2 A description of **your proposed system**, including details of the capabilities of your system as they relate to our requirements.
- 5.3.3 A description of how you propose to **add value** and benefit to TNA throughout the contract period, in particular by providing examples of your expertise, your experience of the public sector environment/archive sector, any relevant industry certifications you hold to support this element of your submission, and any innovative functionality that offers benefit to end users above and beyond requirements detailed (for example collaboration, analysis etc).
- 5.3.4 Your **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.
- 5.3.5 Your **security certification**.
- 5.4 If you have any creative proposals as to how our requirements could be delivered in a more cost effective way than currently specified, please feel free to include these in your response.

## 6 EVALUATION CRITERIA

6.1 Responses will be evaluated as follows:

Price (Section 5.3.1)	20%
Quality (Sections 5.3.2, 5.3.3, 5.3.4 and 5.4)	80%
Security certification (Section 4.3.5)	Pass/Fail

6.2 Price scores will be based on a comparison between each Potential Supplier's 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 (ie the maximum score minus 20%).

6.3 For the Quality Category 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>	<ul style="list-style-type: none"> <li>• Potential Supplier's Response exceeds TNA's expectations.</li> <li>• Potential Supplier's Response makes clear contractual commitments throughout.</li> <li>• Potential Supplier has provided high-quality, compelling and convincing evidence to support all elements of their Response.</li> <li>• Potential Supplier has submitted a Response which is highly relevant to the Requirement.</li> <li>• Potential Supplier's Response is clear, comprehensive 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>	<ul style="list-style-type: none"> <li>• Potential Supplier's Response meets TNA's expectations.</li> <li>• Potential Supplier's Response makes clear contractual commitments throughout.</li> <li>• Potential Supplier has provided evidence to support most elements of their Response. The evidence supplied is good and relevant to the Requirement.</li> <li>• Potential Supplier has submitted a Response which is highly relevant to the Requirement.</li> <li>• Potential Supplier's Response is clear, comprehensive 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>4 Points</b>	<ul style="list-style-type: none"> <li>• Potential Supplier's Response only partly meets TNA's expectations.</li> <li>• Potential Supplier's Response makes clear contractual commitments only in part.</li> <li>• Potential Supplier has provided evidence to support only some elements of their Response. The evidence supplied has only some relevance to the Requirement.</li> <li>• Potential Supplier's Response is not always clear, comprehensive 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>	<ul style="list-style-type: none"> <li>• Potential Supplier’s Response fails to meet TNA’s expectations.</li> <li>• Potential Supplier’s Response makes only limited contractual commitments</li> <li>• Potential Supplier has provided little or no evidence to support most elements of their Response.</li> <li>• The evidence supplied is weak and has limited relevance to the Requirement.</li> <li>• Potential Supplier’s Response is not clear, comprehensive or 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>	<ul style="list-style-type: none"> <li>• No Response submitted.</li> </ul>

6.4 Following this evaluation, TNA may wish to ask a maximum of three Potential Suppliers to demonstrate their solution. The demonstration will then be considered among the other Quality elements when making a contract award decision.

## 7 PROCUREMENT TIMETABLE

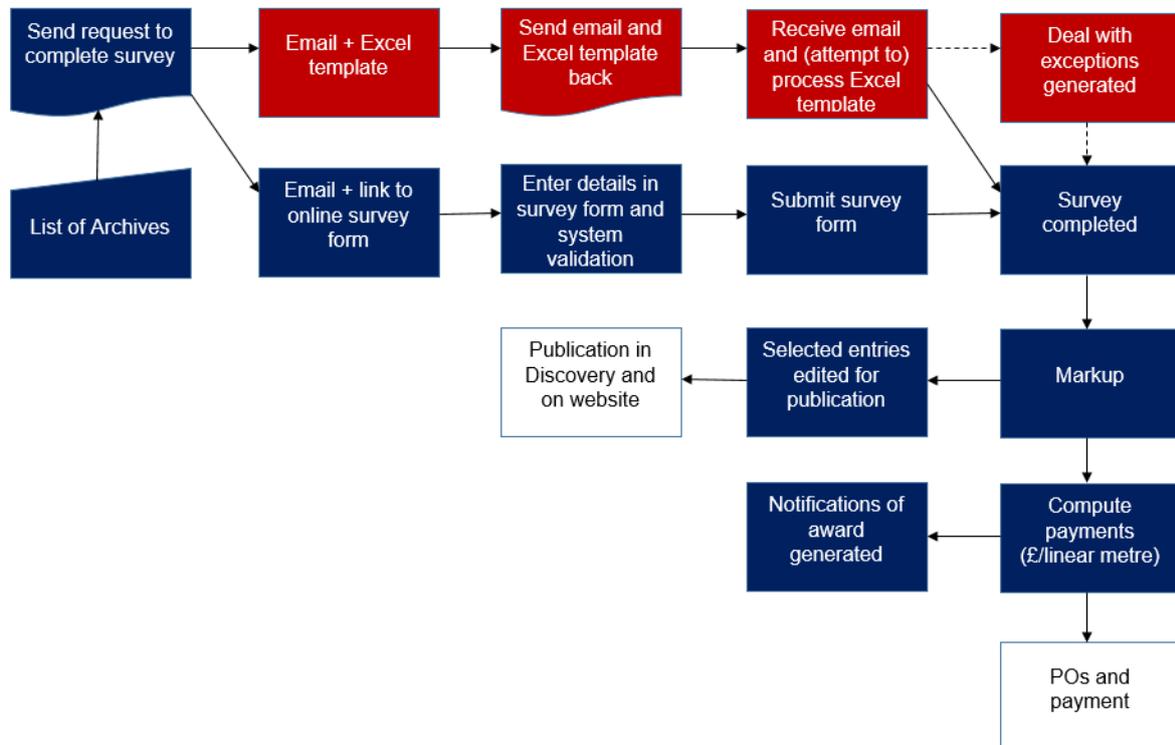
7.1 The following timetable will apply:

Description	Date(s)
Deadline for submission of clarification questions	12 noon, 11 November 2019
Deadline for TNA to answer clarification questions*	12 noon, 15 November 2019
Deadline for submission of Tender Responses	25 <sup>th</sup> November 2019
Timebox for TNA to evaluate submissions	25 <sup>th</sup> /26 <sup>th</sup> November 2019
Timebox for TNA to invite shortlisted suppliers to demonstrate their solution	27-29 <sup>th</sup> November 2019
Contract award	2 <sup>nd</sup> December 2019

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

7.2 TNA reserves the right, at its sole discretion, not to appoint for this requirement.

## Appendix A – Future accessions workflow



In a new system for managing Accessions, emails would be sent to a list of archives who respond either via an Excel template or an online survey form. This data is received and validated. At 'markup', some entries are selected for further processing (some may relate to existing entries in the database, others may be new). Once edited, these entries are published to static webpages and to Discovery. Collections assessed as eligible for payments are totalled per archive and notifications are generated. Payment is handled outside this system.