



## **THE NATIONAL ARCHIVES**

### **IT SERVICE SUPPORT MANAGEMENT TOOL (ITSSM)**

#### **INVITATION TO TENDER – OPEN COMPETITION**

**DEADLINE FOR TENDER SUBMISSIONS – 5PM (UK TIME), 3<sup>rd</sup> December 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. More information on TNA can be found at [The National Archives](https://www.nationalarchives.gov.uk)
- 1.3.** TNA has one site and is based in Kew, South West London.

## **2. BACKGROUND AND OBJECTIVE**

- 2.1.** TNA has been using Alemba's ASMX product since March 2017 and the agreement is due to end on 5<sup>th</sup> March, 2022. The objective of this tender exercise is to source a supplier to deliver an enterprise IT Service Support Management (ITSSM) as a Software as a Service (SaaS) solution to The National Archives (TNA) single site at Kew, Surrey.
- 2.2.** The current license model consists of 30 concurrent agent licenses, supporting 47 agents. TNA has unlimited customer/end-user access to the customer portal and has access to both a production and test instance of the product, for development/testing purposes.
- 2.3.** Our service follows an ITIL model and the service tool mirrors this with the following modules:
  - 2.3.1.** Incident Management;
  - 2.3.2.** Request Management (incl. 23 live catalogue workflows);
  - 2.3.3.** Problem Management;
  - 2.3.4.** Event Management (system alerting);
  - 2.3.5.** Change Management;
  - 2.3.6.** CMDB and Asset Management;
  - 2.3.7.** Reporting with custom streams for Vulnerability and Projects.
- 2.4.** TNA has a customer base of roughly 600 staff and on average the IT Service Desk receives 4,700 Incidents, 5,000 Service Requests, 450 Change Requests and 15 problems over a 12 month period. TNA has over 4,500 configuration items forming the Asset Management module. Any potential new solution would need to be able to, as a minimum, support this. Through this exercise, TNA are open to alternative solutions that may be available.

### 3. THE REQUIREMENT

- 3.1.** The requirement is for a SaaS-based IT Service Support Management solution servicing all corporate users, including configuration, migration and transition to a new solution.
- 3.2.** TNA intends to award a contract for an initial period of 3 years, with an option to extend for up to two additional periods of up twelve months each (**3+1+1**).
- 3.3.** A shortlist of prospective suppliers will be prepared following an initial evaluation of bids and those selected will be asked to deliver a full demonstration of their solution, prior to final evaluation and contract award.
- 3.4.** Please see **Appendix A (MOSCOW document)** for full details of our specific requirements. TNA envisage that the solution will comprise (but will not necessarily be limited to) the following:
- 3.4.1. IT Service Management Platform** – A fully integrated IT service support management toolset (ITSSM) that incorporates all elements of Incident, Problem, Change, Release, Configuration, Asset, Knowledgebase Management recording and maintenance with customer/user self-service, service catalogue maintenance, management information and activity workflow capabilities.
  - 3.4.2. Automation** – Automation of tasks and workflows associated with the management and delivery of quality IT services delivered to TNA's customers and users.
  - 3.4.3. Digital Communication Channels** – A variety of communication channels to facilitate ticket management and user/customer interactions and communication, e.g. Chat, Forms, Web Portal, Email integration.
  - 3.4.4. User/Customer Self-service** – Access to the ITSSM tool must be available for all users and customers in TNA via an online dedicated portal. The portal should facilitate a variety of self-service actions, e.g. ticket management, request and incident management, access to service catalogue, access to knowledge base, FAQs.
  - 3.4.5. Workflow Tool** – A fully featured workflow tool that will assist with activity tracking and auditing. The workflow feature must support execution and automation of business processes where tasks, information or documents are passed from one participant to another for action, according to a set of procedural rules.
  - 3.4.6. Knowledge Base** – A fully configurable, managed centralised repository of structured and unstructured information that will facilitate access to a knowledgebase for use by agents, customers and users.

**3.4.7. Configuration Management System** – With detailed recording and easy methods of updating information that describes TNA's IT information, services, hardware, software and other assets.

**3.4.8. Reporting** – A feature-rich management information facility that will provide both standard and custom reports based on information in the ITSSM.

**3.4.9. Event Management** – It is desirable that the ITSSM tool should automatically process, monitor and record all events that occur throughout the IT infrastructure, providing an automated ticket management and alerting capability.

**3.4.10. Network Discovery** – It is desirable that an automated capability exists to remotely and intelligently discover all network nodes and connected devices.

**3.4.11. Mobile Workspace** – The ITSSM should be compatible with a portable working environment that gives users/customers access to the ITSSM tool on a variety of end-user devices, including desktop, laptop, tablet and smartphone.

**3.4.12. Test/Dev Environments** – access to a test environment for pre live changes is desirable and to have access to a development environment.

**3.5.** TNA requires any solution to be resilient and secure providing for full backup of the data either within the proposed solution. Potential suppliers must describe their standards for security and redundancy and the method for recovering, exporting and migrating data and metadata to TNA. Please refer to **Appendix A (MOSCOW Document)** under Security and Compliance for full requirements.

**3.6.** TNA envisages the solution will operate **24x7x365** with a service provision that provides technical support during required hours - expert advice and assistance in rapidly diagnosing and resolving problems causing service degradation. Our minimum expected support is as follows:

**3.6.1.** Advice and discussion by phone and email;

**3.6.2.** Remote assistance by Microsoft Teams or similar supervised access;

**3.6.3.** Onsite supervised access during normal office hours, where necessary;

**3.6.4.** 30 minute response time for queries;

**3.6.5.** Support available between 7am and 7pm, Monday – Saturday (excluding Bank Holidays).

#### **4. ADDITIONAL INFORMATION FOR POTENTIAL SUPPLIERS**

- 4.1** TNA will operate this solution on a principle of least privilege so that every person that has access to the solution will operate using the least set of privileges necessary to complete the job. Potential suppliers must clearly demonstrate the security devices, design, protocols and processes which they will put in place to segment their service monitoring and management activities, to prevent access to TNA's production systems and data.
- 4.2** Service providers must comply with our minimum staff security clearance and all engineering staff with access to TNA's systems and services must hold a current HMG Baseline Personal Security Standard (BPSS) or equivalent.
- 4.3** TNA recognises the benefits of innovative solutions in meeting its objectives and suppliers are encouraged to demonstrate their commitment to deliver innovation within their solutions.

## 5. HOW TO RESPOND

Please respond by submitting a tender response to [itfp@nationalarchives.gov.uk](mailto:itfp@nationalarchives.gov.uk) **5pm (UK time), 3<sup>rd</sup> December 2021.**

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), 25<sup>th</sup> November 2021.**

To respond, please ensure you complete the attached **Appendix A – MOSCOW Document, Appendix B – Cost Spreadsheet and Appendix C – Quality Response Spreadsheet** ensuring your response addresses as a minimum, the points below. **Should you wish to include any supplementary information or additional functionalities that you feel may benefit TNA please do this in a separate document.**

**5.1A comprehensive description of your proposed solution.** We require at a minimum **Appendix A and B** to be completed however it is for potential suppliers to determine the format of their description as to describe their offering in a clear, comprehensive and unambiguous fashion. We request that submissions are succinct and that only information that is relevant to this request is included in submissions. However, please ensure that within this description you specify:

- 5.1.1.** What services you will provide, and how, addressing point by point each of the services described in **Section 3 and 4** of this document;
- 5.1.2.** What resourcing commitments you are making, the skills of the staff involved and what resourcing commitments you require TNA to make;
- 5.1.3.** Your change control mechanisms should changes be required to the solution over the duration of the contract;
- 5.1.4.** What sub-contracting arrangements (if any) you will put in place;
- 5.1.5.** What standards you will adhere to in the delivery of the solution;
- 5.1.6.** What assumptions you have made in designing your proposed solution;
- 5.1.7.** What (if any) connection requirements are there i.e. VPN;
- 5.1.8.** A description of the accessibility features followed by your solution.

**5.2 Your proposed Service Level Agreement (SLA)** for each service within your proposed solution. Please ensure that in describing the proposed SLA with reference to **Section 3.6.5**, you specify what reporting you will put in place to demonstrate if and how your SLA commitments are being met. Please also ensure that you describe how you will address any failure to meet your SLA commitments.

- 5.3 Your proposed Transition and Migration Plan**, highlighting risks and related mitigating actions, resourcing commitments and any assumptions you have made. Please provide a detailed description of how you intend to transition the service, including phases, milestones and timeframes and include any investment required during the transitory phase. TNA's preference is for a rapid transition to the new service once installation, configuration and acceptance testing is complete.
- 5.4** Provide a list of existing customers within the Public Sector.
- 5.5 The Contract Price** for your proposed solution, clearly stating the below:
- 5.4.1.** the one-off transition costs, including all professional services required in the design, configuration, data migration and implementation of the new solution;
  - 5.4.2.** the recurring annual service costs, itemised by module if appropriate;
  - 5.4.3.** A rate card for additional professional services, specifying any volume discounts that will apply (please state half day and full day rates);
  - 5.4.4.** Training costs;
  - 5.4.5.** License costs, if not included in 5.4.2;
  - 5.4.6.** Network discovery, if not included in the main product, **based on 1,500 Configuration Items.**
- 5.6** The maximum available budget for the recurring annual service costs is **£28,000** per annum. We recognise that there will be additional set up costs that will be applicable for Year One of the contract.
- 5.7** Please see attached in **Appendix D** the ticket data for the last three years. Please use this as an indicator of our usual service levels. Your proposed solution should be able to cope with these demands as a minimum and allow for future growth.

## 6. PROCUREMENT TIMETABLE

Ref	Description	Date(s)
1	Invitation to Tender document is published	10 <sup>th</sup> November 2021
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), 25 <sup>th</sup> November 2021
3	Deadline for Potential Suppliers to submit their Tender Responses to <a href="mailto:itfp@nationalarchives.gov.uk">itfp@nationalarchives.gov.uk</a>	5pm (UK time), 3 <sup>rd</sup> December 2021
4	Shortlist of Suppliers to be selected and invited for Demonstrations – <b>Suppliers should be prepared to demonstrate their solution during w/c 13<sup>th</sup> December 2021</b>	By the 10 <sup>th</sup> December 2021
5	Contract Award	Monday 20 <sup>th</sup> December 2021
6	Implementation Commences for completion by 5 <sup>th</sup> March 2021	By the 10 <sup>th</sup> January 2022

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



## 7. EVALUATION CRITERIA

7.1 Tender submissions will be evaluated using the following matrix:

MOSCOW Evaluation ( <b>Appendix A</b> )	35%
Price ( <b>5.4</b> )	25%
Quality (SLA)	40%

7.2 MOSCOW Evaluation scores will be based on each Potential Supplier's ability to meet specified criteria. See the Guidance page on **Appendix A (MOSCOW document)**. Scoring will be as follows:

- 30-35% = 10 points
- 25-29% = 7 points
- 15-24% = 5 points
- 10-14% = 3 points
- Less than 9% = 1 point

7.3 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%).

7.4 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>	<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></ul>

	<ul style="list-style-type: none"> <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> <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>

## **8 CONTRACT TERMS**

- 8.1** The Contract, and any subsequent Contract variations, shall be governed by our standard terms and conditions, available [here](#) and by submitting a response to this invitation to Tender, you accept these terms and conditions.
- 8.2** Should the supplier request TNA sign their terms and conditions, addendums or variations to our standard terms and conditions please include these within your submission.
- 8.3** 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.
- 8.4** The National Archives reserves the right not to appoint and to achieve its goals by other means.