



CLOSING DATE FOR SUBMISSIONS 5PM (UK TIME), TUESDAY 7TH MARCH 2023
CLARIFICATION QUESTIONS AND RESPONSES

The National Archives has received several clarification questions relating to this opportunity. Those questions, and their associated responses, can be found below.

Q1: Is there a word count limit to the response or limitation on number of Appendices we can submit?

A1: We do not have a specific word count or limit on appendices but we do request that all bids are succinct and concise. We also request that Appendix A, as a minimum, is completed.

Q2: Please can you provide a full list of all the applications you currently use and the associated technology stack.

A2: Under Section 31 of the Freedom of Information Act, we do not share this information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q3: Do you have any current or recent significant challenges with delivery that you would like addressed? E.g. supplier, technology or programme challenges?

A3: We do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q4: Can you please provide details on your existing IT Team, types of resources and skillsets?

A4: We do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q5: Under each role there is a number reference e.g. R1, 2, 3, 4 is this a classification which has definition or something else?

A5: The R numbers are simply a reference i.e. Requirement 1. There is no relevance to the roles.

Q6: Please can you detail you infrastructure hosting solution(s), e.g. are all applications in a physical data centre, do you have any applications run through the cloud currently? If there is a mix please can you detail the split.

A6: Under Section 31 of the Freedom of Information Act, we do not share this information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q7: Please can you described your current testing regime. E.g. Who provides QA, System, Integration and Performance testing roles? Would you like the vendor to supply these roles?

A7: We do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q8: Is there an expectation or preference to working location? E.g. what is the expected ratio (if any) between remote working vs onsite?

A8: We can envisage that there will be a requirement for both onsite visits and remote working. To deliver and maintain quality of service and develop and maintain a close relationship to build trust and confidence, you should consider where The National Archives is located.

Q9: In order to provide relevant responses, can we get a view of the current landscape and integrations

A9: Under Section 31 of the Freedom of Information Act, we do not share this information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder

Q10: Do you have a preference on where the roles are geographically provided from? E.g. are you looking for both onshore and offshore capability and rates to be provided?

A10: We can envisage that there will be times when we will require onsite meetings for particular projects

Q11: Is there an existing Dynamics - Customer service system implemented in TNA and is it an on premise or online implementation? If so, what version of Dynamics?

A11: There is an existing Dynamics CS system however, under Section 31 of the Freedom of Information Act we do not share information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q12: What is the notice period on expansion and contraction of our teams?

A12: There is no notice period. We would anticipate a conversation on a case by case basis.

Q13: What is the expectation on Unit Test coverage and is there a specific methodology that be applied to this?

A13: There is no specific methodology and there is no unit testing expectations. We would anticipate a conversation on a case by case basis.

Q14: Can the team be fully remote?

A14: We can envisage that there will be a requirement for both onsite visits and remote working. To deliver and maintain quality of service and develop and maintain a close relationship to build trust and confidence, you should consider where The National Archives is located.

Q15: Can you please provide the expected award date for the contract and when you expect the chosen supplier to being providing services?

A15: We are looking to award between the 3rd and 14th April 2023, business demands depending.

Q16: We are confused about the use of these contract terms, as they are designed for "below threshold" procurements of a low value, yet the OJEU notice indicates that this procurement has an overall contract value of £500k.

A16: We have decided to use the short form terms as these represent our standard terms and conditions and are in use on most of our contracts. 'Low value' in government terms generally means under £10m, and we believe the requirement as advertised is relatively straightforward and should not need the additional terms used in contracts designed for higher-value procurements.

Q17: What integration framework are TNA using?

A17: We do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q18: What on premise systems are TNA using?

A18: Typical systems that The National Archives use are listed within the ITT.

Q19: What version of Dynamics 365 Customer Service are you using and how much has it been customised?

A19: We do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q20: Are there plans for migrating any of the existing services and bespoke development to new platforms?

A20: We do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q21: Can you clarify the use of Amazon services?

A21: We do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q22: Can you clarify the extent and use of Azure services?

A22: We do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q23: Can TNA expand on your IT operations capability and if you have other suppliers supporting your existing infrastructure?

A23: We have many suppliers supporting our existing Infrastructure however, we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q24: Can we apply on this tender and work from offshore location, INDIA, for this opportunity?

A24: We can envisage that there will be times when we will require onsite meetings for particular projects and therefore we cannot rule out working within the UK onsite. We also require the chosen partner to be available within UK Business Hours.

Q25: It is mentioned that the contract will be awarded for an initial period of two years with two possible extensions of 12 months each. The value of the Contract is mentioned as not to exceed £500,000 (excluding VAT). Could you please clarify if the specified amount is for the initial 2 year period or the value includes the 2 additional extensions as well.

A25: This value is for the whole contract duration including any possible extensions.

Q26: In section 4.2, it is mentioned that the envisaged supplier will work on a fixed cost per engagement basis [...] We were wondering if the National Archives would consider time and material as a payment option or the fixed cost condition is an absolute requirement.

A26: Owing to budget constraints, we cannot work on a time and materials basis.

Q27: Section 4.6 mentions D365 Customer Service and Cloud Services as the platforms that will be used to provide the solutions. However, there is no mention of any specific projects that need to be delivered. Could you please list out any projects that the potential supplier will have to deliver as part of the contract?

A27: The purpose of this procurement exercise is to engage a partner for projects that may not yet be planned. Details of our IT Strategy and current environment will be discussed with the successful bidder.

Q28: Are you offering service to B2B and B2C users?

A28: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q29: What is the number of B2B users/contracts managed?

A29: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q30: What is the number of B2C users/contracts managed?

A30: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q31: How many cases per year/month are managed in CS?

A31: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q32: How many steps/interaction for resolution on average?

A32: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q33: How many workflows are foreseen for resolution of one case?

A33: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q34: How many escalation levels are handled in case resolution?

A34: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q35: Are you tracking/enforcing SLAs?

A35: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q36: Is CS handled as an application managed by internal staff only?

A36: CS is handled by internal staff only.

Q37: Are you using portals, webpages to open the content of CS to external users?

A37: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q38: Are you leveraging Knowledge Base functionality? If so, how many items do you currently have and how is this populated?

A38: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q39: Are you leveraging any advanced features such as RPA/chatbots?

A39: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of

the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q40: Are you running any reporting out of the system? Please describe the content and the technology (PowerBI, SSRS)

A40: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q41: How many changes (new developments) are deployed every year to the CS system?

A41: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q42: Please describe the major integrations between CS and other systems in your landscape.

A42: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q43: How many channels of raising a ticket are used? i.e. Email, Telephone, Webform, Postal Mail etc?

A43: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q44: Are security roles and permissions used to restrict the access to Service Tickets in the case of sensitive requests or any other criteria?

A44: Under Section 31 of the Freedom of Information Act, we do not share this type of information publicly and we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q45: 5.5.1 requests a rate card for professional services to include any volume discounts. Is this rate card to be included in addition to Appendix A and if so will it be scored, or is Appendix A the rate card? If volume discounts are to be included within Appendix A, should they be included within the notes section?

A45: The rate card we are requesting is listed in Appendix A. The scoring will be based on an average of all roles full day rate. Please submit any further information, including volume discounts, in a separate document.

Q46: 5.5.3 states that we are permitted to provide pricing for additional technical specialities but that they will not be scored, therefore if could you kindly advise which roles/rates are being scored within Appendix A?

A46: The roles listed on Appendix A will be evaluated. Any additional roles will be for information purposes only.

Q47: 5.5.2 states that we must include all charges, including any variable costs such as travel and subsistence costs, as a fixed charge in your response. Could you confirm that you require full-day rates inclusive of all expenses (in column C) or do you require a day rate for remote work along with a day rate for on-site work including fixed travel and subsistence? If the latter, please advise how best to capture this information within Appendix A?

A47: You are permitted to edit Appendix A if there is a difference in price between on site rates and remote working rates. We ask for this to be a fixed rate without any variables such as conversion rate, expenses or travel.

Q48: What is the current size of your data footprint in SQL?

A48: We do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q49: What is the current user base size, and how is that split by Dynamics and other applications mentioned?

A49: We have approximately 650 users. We do not consider the split relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q50: What are the current challenges you are looking to address across your applications estate?

A50: We do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q51: Can you provide an asset list / entity relationship diagram of your current software?

A51: We do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q52: Section 2.1 – You would like a partner that supports your IT Strategy and direction of travel. Could you please outline what your IT strategy and the direction of travel you intend to take?

A52: Please see below for a link to our FOI which discusses our current IT Strategy however, we do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

[ICT plans and strategy documents - Freedom of Information \(nationalarchives.gov.uk\)](https://nationalarchives.gov.uk/foi/foi.aspx?ref=10013070)

Q53: Section 3.2 – What does your existing IT Operations Team look like? Could you please share an organisational chart?

A53: We do not consider this relevant at this stage of the procurement process and details of our IT Strategy and current environment will be discussed with the successful bidder.

Q54: Section 4.8 – “ You must comply with TNA's site security requirements and physical access arrangements for access to the Kew site when carrying out any on- site work.” – Can you please explain what the security requirements are?

A54: We do not have any security clearance requirements for this part of the procurement process. We may, however, need security clearance for specific projects in future or any onsite work that may be required.

Q55: 4.6.2 - should this read Amazon Web Services or is Amazon Workspaces correct? If Workspaces, can you please elaborate on how this is used?

A56: Amazon Workspaces is correct however in addition we will add Amazon Web Services.

Q56: 5.3.4 - Support services - could you please elaborate on what you mean by support services for clarity.

A56: This request is for development rather than a support contract. We may require support for any development work on the software mentioned within the ITT. Any bespoke software will be discussed on a case by case basis.