



THE NATIONAL ARCHIVES

CO-MANAGED NETWORK SERVICE

OPEN COMPETITION INVITATION

**DEADLINE FOR TENDER SUBMISSIONS – 5PM (UK TIME), TUESDAY 9TH MAY
2023**

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 source a partnership with a supplier to deliver a Co-Managed Network Service to The National Archives (TNA), providing expertise and advice and support where needed, of TNA's network and security systems and, in co-operation with TNA support teams, ensuring that the infrastructure is fully functioning, efficient and highly available.
- 2.2** The National Archives is looking to award a contract for an initial period of **FOUR** years, with an option to extend for one additional period of up to **TWELVE** months (4+1).

3. Background

3.1. TNA 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 at **one site** in Kew, South-west London. More information on TNA can be found at: www.nationalarchives.gov.uk

3.2. TNA IT equipment is hosted in a secure environment at its site in Kew. In addition, some services are hosted in the cloud; these include VoIP SaaS, Hybrid Cloud Proxy, Microsoft M365, Azure Blob Storage and ADFS, Citrix management suite and Juniper VPN service.

3.3. With an increased emphasis on technology, TNA faces the challenge of delivering reliable and publicly accessible IT services. To meet this challenge, TNA continually reviews its technology provision to highlight risks and opportunities associated with the existing services, systems, and infrastructure.

3.4. The move to introduce flexibility and mobility for our workforce, together with our cloud-first and Internet-first policy, has resulted in significant change to our network, in recent years. Reviews and changes continue, and our network and infrastructure will continue to evolve.

3.5. To support our work, we have a requirement for a co-managed network agreement.

3.6. It is against this backdrop and following a review of organisational needs that TNA has determined that we should enter into an agreement that supports a partnership model with a Co-Managed support agreement.

4. The Requirement

4.1. The requirement is for a Co-Managed Network Support Service that will provide expertise, advice, support, and management for the TNA devices and services.

4.2. Basic operational management of network services will be undertaken by on-site TNA support staff but in pursuance of their duties, they may require additional support and expertise to assist them in managing the network services more effectively. TNA will require additional assistance to understand and implement system upgrade paths and more advanced operational procedures.

4.3. A Co-Managed service in this context contains the following core characteristics and TNA envisages the service will comprise (but not necessarily be limited to) the following:

a. Operational & Incident Management – Basic operational tasks will be undertaken by TNA staff including, but not limited to, first- and second-line incident management, initial fault diagnosis, day-to-day basic management and changes that do not require specialist assistance, the supplier will act as third line specialist support following escalation by TNA support teams. They will manage, advise and, if appropriate, resolve incidents, working in conjunction with TNA and its suppliers and assist in the prevention of further occurrences. TNA estimate the number of incidents escalated to third line specialist support to be no more than fifteen per annum.

b. Hardware/Break Fix Services – Provide advice, guidance and support and work in conjunction with TNA support staff and suppliers, where necessary, to resolve issues and incidents. TNA currently has external support contracts in place for hardware/break fix services. These support contracts will continue.

c. Software Support Services – Provide advice, guidance, support, and work in conjunction with TNA support staff and suppliers, where necessary, to resolve issues and incidents. TNA currently has external support contracts in place for software support services. These support contracts will continue.

d. Advice and Support – Give advice and guidance on a case-by-case basis to TNA for more advanced operational tasks that are beyond the core skill set of our staff.

e. Service Improvement Planning - The supplier will take a pro-active approach and will provide advice on continual service improvement including, but not limited to, upgrade paths, security vulnerabilities, firmware upgrades, patching, capacity planning, changes, and network design considerations.

f. Technical Expertise - Provide technical expertise for all services, components and devices and offer on-site or remote expert engineers in line with the service-level requirements stated later in this section.

g. Detect and Report - TNA will be responsible for ongoing monitoring and alerting of the network components. The service provider can have visibility of the monitoring alerts, where required and will assist in the diagnosis as and when requested.

h. Change Management - In giving expert advice, the service provider may be asked to review and validate proposed changes, following a request by TNA. TNA will be responsible for and manage the overall change process. Changes will be classified as Standard, Normal and Emergency and will follow TNA's change management process (attached as **Appendix A**). The service provider will use TNA's change management process to govern all changes covered by the co-managed network services agreement and will ensure any change the supplier makes is accurately recorded, documented, and sent to TNA.

i. Configuration Management - TNA will be responsible for and manage the overall configuration management process. The service provider will ensure any change in configuration they make is accurately recorded, documented, and sent to TNA.

j. Service Management - The service provider will manage delivery of the service in line with the SLA and defined requirements. They will attend quarterly reporting and supplier/client meetings to review trend statistics, discuss improvements/changes and contract performance and ad-hoc meetings by request.

k. Asset Management - TNA will be responsible for and manage the asset management process, asset lifecycle and manufacturer's warranties. The service provider will ensure any change they make to an asset is accurately recorded, documented, and sent to TNA.

l. Consultancy Services - The service provider must offer technical consultancy services for project related work and for service that falls outside of the terms of the co-managed network service agreement. Consultancy

services that fall outside the agreement will normally be chargeable at agreed daily or piece rates, as agreed in the rate card.

4.4. Service Scope and supported devices and services

- A high-level description of the **devices** covered by the agreement is listed below and these are considered as in-scope of the co-managed network services contract. A full description of devices and services will be given upon award of contract:
 - HPE core switches
 - HPE distribution and management switches
 - HPE edge switches
 - HPE Intelligent Management Centre
 - Cisco Catalyst 6500 chassis switches
 - Cisco Catalyst 3750 switch
 - Kemp load balancers
 - F5 load balancers
 - Fortinet firewalls
 - Checkpoint firewalls and IPS
 - Cisco ASA firewalls – management network
 - Cisco Wi-Fi controllers, appliances, and access points
 - Juniper VPN appliances
 - Forcepoint hybrid cloud and on-site proxy

- A high-level description of the **services** covered by the agreement is listed below and these are considered as in-scope of the co-managed network services agreement:
 - Remote third-line specialist support
 - Engineer attendance to site by necessity or request
 - Assistance with Change implementation for supported services. This includes changes that result from an incident where a change is required to restore a device or service to an existing serviceable condition.
 - Advice and expert assistance for non-routine patching, service and firmware upgrades
 - Attendance at regular service review meetings

- Chargeable consultancy services
- Change implementation within scope of the managed network services agreement includes a change that is actioned as result of an incident to restore a service or device to a serviceable state. A change outside the scope of the agreement is defined as any change to the IT environment that by design will cause it to differ from that of the documented baseline agreed at the start of the contract or its previous operating state where this is a planned activity, e.g., project or consultancy services.

4.5. TNA business hours are 8am to 6pm, Monday to Friday and 8am to 5pm on Saturday. TNA is closed on Bank Holidays but retains an on-site security presence. The co-managed network service must operate at least during weekday business hours.

Service operating hours should be as follows:

- A service operating between the hours of **7am and 7pm**, Monday to Friday (excluding bank holidays).

4.6. The following paragraphs define the required service, including what is required of the supplier and what will be managed by TNA support staff:

- A first-line support service is provided by TNA support staff, which involves logging tickets and attempting to resolve any incident at first discovery. All incident and request tickets are recorded, managed, and monitored in TNA's IT service management toolset, Alemba vFire and follow an ITIL process approach. The TNA toolset will serve as the primary means for recording and updating incident and request cases.
- TNA will provide a second-tier support service, which involves an attempt at resolution by more technically skilled staff.
- The supplier will provide a central point of contact for incident, problem, change, configuration, release, and advice escalation.

- Service priorities will be determined by TNA at the time of an incident or request and the service provider should adhere to, as a minimum, the service-levels defined in Table A below.

Table A - Service-levels

	Priority	Initial Response	Target Resolution	Escalation Threshold
Defect, Fault Resolution or request for Service or Advice during operational hours as defined by the contract and Changes				
Service not available or severe disruption to business services	1	Within 15 minutes	Within 4 hours	3 hours
Significant degradation of service with a large number of users affected	2	Within 30 minutes	Within 8 hours	6 hours
Limited degradation of service with a small number of users affected	3	Within 4 hours	Within 2 TNA business days	1½ TNA business days
Engineer site visit	n/a	Within 1 TNA business day	ASAP best efforts	4 hours
Non-incident Requests	n/a	Within 1 TNA business day	ASAP best efforts	n/a

5. Additional Information

- 5.1.**The potential supplier should recognise that the co-managed network services agreement might vary when a service alters through technology and service updates and/or when devices change, and the agreement should accommodate these changes. A variation of this nature will normally occur when a device or service has reached end-of-life and a replacement is required, when an upgrade is required or recommended or a change in service has occurred because of a change in technology such as moving a service to the cloud.
- 5.2.**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). Potential suppliers should indicate if their staff hold clearance obtained through the National Security Vetting (NSV) process, such as Security Check (SC).
- 5.3.**Service providers must comply with site security requirements and physical access arrangements for access to any site when carrying out on-site duties.

6. How to Respond

Please respond by submitting a tender response to itfp@nationalarchives.gov.uk by **Tuesday 8th May 2023, 5PM (UK Time)**.

If you have any questions relating to this opportunity, please submit them to itfp@nationalarchives.gov.uk by **Friday 21st April 2023, 5PM (UK Time)**.

It is for you to decide the format of your tender response. However, please ensure your response addresses **as a minimum** the points below.

6.1. 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:

- What services you will provide, and how, addressing point by point each of the services described in Sections 3 & 4 of this document
- The technology toolset you (or any sub-contractors, if applicable) propose to use
- What resourcing commitments you are making, the skills and relevant experience of the staff involved
- What resourcing and other commitments you require TNA to make
- What sub-contracting arrangements (if any) you will put in place
- What standards you will adhere to in the delivery of the solution (The Government recommends the Cyber Essentials scheme as a minimum compliance standard. Other examples are ISO, ITIL)
- What assumptions you have made in designing your proposed solution
- How you will deliver and maintain quality of service and develop and maintain a close relationship to build trust and confidence, taking into consideration where The National Archives is located.

6.2. Your proposed On-Boarding 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 to a co-managed service, including phases, milestones and timeframes and include any investment required during the transitory phase.

6.3. Your proposed Service Level Agreement (SLA) for each service within your proposed solution. The SLA should meet, as a minimum, the requirements specified in Section 3. If you are unable to meet the specified requirements, please describe your proposed service levels in and out of hours.

6.4. The Contract Price (please see **Appendix B**) for the proposed solution clearly stating:

- i) Any one-off on-boarding costs, including all professional services required in the on-boarding of the new service
- ii) The recurring annual service costs, a comprehensively described, fully costed solution for:
 - a. A service operating between the hours of 7am and 7pm, Monday to Friday (excluding bank holidays).
- iii) Any additional costs that TNA may have to consider or are recommended by you.
- iv) An itemised rate card for the following additional professional services, specifying any volume discounts that will apply, and including out of hours charging rates.
 - a. A Senior/Principal Consultant (Subject matter expert, accredited, significant experience. Involved in design & advice. Strategic).
 - b. A Consultant (Less experienced than a Senior/Principal consultant, supported by senior consultant. Responsible for deployment of solutions, works with TNA staff. Tactical)
 - c. An Engineer (Deployment of solutions. Operational)

Please note that all expenses should be included in the charging schedule. Stating 'charges exclude expenses', or similar, will result in the bid being rejected.

Appendix B is required to be completed in order for your bid to be considered compliant.

6.5. Confirmation that you can meet the requirements described in Sections 3 & 4 of this document, that you have access to the relevant technical skills to support this co-managed network service and that you can meet the deadlines set out in the table below.

6.6.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 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.

6.7.Tell us about how you intend to deliver social value throughout the contract term, and how you will report back to us on said delivery throughout the contract term. For guidance, please see this guidance on [Social Value](#); your response may address any one or more of the themes contained therein.

7. Procurement Timetable

Ref.	Description	Date(s)
1	Invitation to Tender document is published	Thursday 6 th April 2023
2	Deadline for Potential Suppliers to submit clarification questions to itfp@nationalarchives.gov.uk	Friday 21 st April 2023, 5PM (UK Time)
3	Deadline for TNA to respond to clarification questions**	Monday 24 th April 2023, 5PM (UK Time)
4	Deadline for Potential Suppliers to submit their Tender Responses to itfp@nationalarchives.gov.uk	Tuesday 9 th May 2023, 5PM (UK Time)
5	Evaluation	9 th May – 22 nd May 2023
6	Anticipated award decision	By the 22 nd May 2023

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

8. Evaluation Criteria

8.1. Tender submissions will be evaluated using the following matrix:

Category	Maximum Available Unweighted Score	Weighting	Maximum Available Weighted Score
Quality and Technical Expertise (Your response to sections 4.3, 4.4 4.5, 4.6 and 6.3)	10	4.5	45
Price (Your response to section 6.4)	10	4	40
Rate Card (Your response to section 6.4)	10	0.5	5
Social Value (Your response to section 6.7)	10	1	10
Confirmation (Your response to section 6.5)	Pass/Fail		

8.2 The bidder submitting the lowest complaint service price will be awarded the maximum of 10 (unweighted) points. All other bidders will be awarded a (unweighted) points score by applying the following formula:

$$((\text{lowest submitted price}/\text{bidder's submitted price}) * 10)$$

To illustrate this via a worked example:

Bidder 1 submits a price of £10,000

Bidder 2 submits a price of £17,000

Bidder 3 submits a price of £31,000

Bidder 1 is awarded 10 (unweighted) points – $((10,000/10,000) * 10) = 10$

Bidder 2 is awarded 5.88 (unweighted) points – $((10,000/17,000) * 10) = 5.88$

Bidder 3 is awarded 3.23 (unweighted) points – $((10,000/31,000) * 10) = 3.23$

8.3. Rate card prices will be evaluated as an average of all full day rates given for the three roles requested in section 6.4.

8.4. For the Quality (including SLA) and Technical Expertise 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.

<p>10 Points</p>	<p>Outstanding:</p> <ul style="list-style-type: none"> • Potential Supplier has provided a response that addresses all parts of the requirement • Potential Supplier has provided evidence to support all elements of their response • The evidence supplied is convincing and highly relevant to the requirement • Potential Supplier’s response is clear, concise and easy to understand • Where relevant, Potential Supplier has demonstrated a high level of capability to deliver new and innovative service approaches
<p>7 Points</p>	<p>Good:</p> <ul style="list-style-type: none"> • Potential Supplier has provided a response that addresses all parts of the requirement • Potential Supplier has provided evidence to support most elements of their response • The evidence supplied is good and relevant to the requirement • Potential Supplier’s response is clear and easy to understand • Where relevant, Potential Supplier has demonstrated some level of capability to deliver new and innovative service approaches
<p>4 Points</p>	<p>Average:</p> <ul style="list-style-type: none"> • Potential Supplier has provided a response that addresses some parts of the requirement • Potential Supplier has provided evidence to support some elements of their response, but not all • The evidence supplied has some limited relevance to the requirement • Potential Supplier’s response is not always clear and easy to understand • Where relevant, Potential Supplier has demonstrated limited capability to deliver new and innovative service approaches

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

9 CONTRACT TERMS

- 9.1** 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.
- 9.2** 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.
- 9.3** The National Archives reserves the right not to appoint and to achieve its goals by other means.