



THE NATIONAL ARCHIVES

STRATEGIC TECHNOLOGY PARTNER – BUSINESS SYSTEMS AND DEVELOPMENT

OPEN INVITATION

**DEADLINE FOR SUBMISSIONS – 5PM (UK TIME), WEDNESDAY 26th AUGUST
2022**

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

- 2.1** With an increased emphasis on digital, TNA faces the challenge of delivering reliable and publicly accessible IT services with limited resources and budgetary constraints. To meet this challenge, we have embarked on a transformational programme of work that compliments and supports our IT Strategy and direction of travel and we are seeking a partner that can assist us in delivering our objectives.

3. OBJECTIVE

- 3.1.** The objective of this tender exercise is to source an IT Strategic Technology Partner to provide professional services for a range of technological solutions at The National Archives.
- 3.2.** Our aim is to work in partnership with a supplier who will provide additional, ad-hoc resources to complement TNA's existing IT Operations team in key areas such as technology systems architecture and design and IT investment initiatives that contribute to us achieving the objectives that support our IT Strategic Plan.
- 3.3.** We intend to award a contract for an initial period of two years, with an option to extend for up to two additional periods for up to twelve months each (2+1+1).

4. REQUIREMENT

- 4.1.** The requirement is to engage a strategic technology that can support us in transforming the IT delivery at TNA and assist in the transition to new solutions.
- 4.2.** TNA, which operates from a single site in Kew, Surrey, anticipates total demand for professional services over the duration of this contract will not exceed a combined sum of £500,000 excluding VAT but makes no commitment to any minimum level of expenditure during the contract period. We envisage the potential supplier will operate on a fixed cost per engagement basis within agreed terms and conditions based on delivery of a defined piece of work.
- 4.3.** The potential supplier must have a wide range of experience with Government and private sector from a variety of industries using a diverse range of technological solutions.
- 4.4.** The potential supplier must maintain adequate staffing and skills levels to support our needs and have the ability to increase or decrease staffing to satisfy our requirements and meet agreed deadlines.
- 4.5.** The potential supplier must provide system health checks for existing and proposed solutions so that best practice implementations can be achieved, thereby optimising our investment in IT.
- 4.6.** TNA's strategic plan will deliver solutions based on the following technologies. The potential supplier must be able to provide professional services for at least one of the areas detailed below as a minimum:
 - 4.6.1.** Dynamics 365 Customer Service – we are continuing to develop our approach to contract, case and workflow management.
 - 4.6.2.** Cloud Services – a range of solutions provided as software as a service and cloud hosted services through MS Azure, SharePoint and Amazon Workspaces. Current platforms use MS SQL Server 2016 and web pages using various .asp technologies together with Microsoft .Net.

4.6.3. Off-the-shelf and bespoke software development and integration.
Software maintenance and support for bespoke services.

- 4.7.** The services we require will range from technical consultancy and analysis, digital and system process transformation, software development and design through to implementation and deployment.
- 4.8.** Potential suppliers 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.
- 4.9.** 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.
- 4.10.** As HMG central IT strategy encourages the use of shared technology and delivery of services via more than one supplier, the supplier should design services to make as much use as possible of standards, methodologies and components that will allow interaction with other services, solutions and supplier systems. The supplier should summarise how, working collaboratively, it might generate ideas to support innovation activities while also highlighting any potential incidental benefits within their proposal.
- 4.11.** Where the service offered may provide additional benefit that is not included as mandatory, the supplier should provide any relevant details on how any additional service may benefit TNA.

5. HOW TO RESPOND

- 5.1.** If you have any clarification questions related to your Tender Response, please submit these to itfp@nationalarchives.gov.uk by **12PM (UK Time) on 24th August 2022**
- 5.2.** Please submit your Tender Response to itfp@nationalarchives.gov.uk by **5PM (UK Time) on 26th August 2022**
- 5.3. Your proposed service offering should cover at least one of the below areas however does not need to encompass them all:**
- 5.3.1.** Dynamics 365 Customer Service
 - 5.3.2.** Cloud Services
 - 5.3.3.** Bespoke Software Development and Integration
 - 5.3.4.** Support Services
- 5.4. A comprehensive description of your proposed service offering.** It is for potential suppliers to determine what format this description should take so as to describe their offering in a clear, comprehensive and unambiguous fashion. however, please ensure that within this description you specify:
- 5.4.1.** What services you will provide, and how, addressing point by point each of the services described in Section 3 and 4.
 - 5.4.2.** What resourcing commitments you are making, the skills of the staff involved and what resourcing commitments you require TNA to make.
 - 5.4.3.** What sub-contracting arrangements (if any) you will put in place.
 - 5.4.4.** What standards you will adhere to, e.g. ISO27001.
 - 5.4.5.** What assumptions you have made in making the offer.
- 5.5. Your proposed Service Level Agreement (SLA).** Please ensure that in describing the proposed SLA, 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 meeting your SLA commitments.
- 5.6. The Contract Price** for your proposed solution, clearly stating:

5.6.1. A rate card for professional services, specifying any volume discounts that will apply. Please include in Appendix A at least full day and half day for:

5.6.1.1. Consultant

5.6.1.2. Senior Developer

5.6.1.3. Junior Developer

5.6.1.4. Project Manager

5.6.1.5. Technical specific role, e.g. SharePoint (Please Specify in Appendix A)

5.6.2. The potential supplier must include all charges, including any variable costs such as travel and subsistence costs, as a fixed charge in this response. For the avoidance of doubt, TNA will not pay any variable professional services charges that are not included as a fixed charge in the response to this ITT.

5.7. Your contract price, which must include all taxes (except UK VAT) and other expenses. 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 of your proposed solution includes goods or services which are sourced 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 EVALUATION CRITERIA

6.1 Your Tender Response will be evaluated using the following criteria:

Category	Percentage Score
Contract Price (your response to section 5)	50%
Quality (your response to sections 3 and 4)	50%

6.2 The bidder submitting the lowest compliant price will be awarded the maximum of 5 (unweighted) points. All other bidders will be awarded a (unweighted) points score by applying the following formula:

$$((\text{lowest submitted price}/\text{bidder's submitted price}) \times 5)$$

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 5 (unweighted) points – $((10,000/10,000) \times 5) = 5$

Bidder 2 is awarded 2.94 (unweighted) points – $((10,000/17,000) \times 10) = 2.94$

Bidder 3 is awarded 1.61 (unweighted) points – $((10,000/31,000) \times 10) = 1.61$

6.3 For the experience and Quality categories 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.

10 Points	Outstanding: <ul style="list-style-type: none">Potential Supplier has provided a response that addresses all parts of the requirement
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	<ul style="list-style-type: none"> • 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 and easy to understand • Where relevant, Potential Supplier has demonstrated a high level of capability to deliver new and innovative service approaches
7 Points	Good: <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
5 Points	Average: <ul style="list-style-type: none"> • Potential Supplier has provided a response that addresses most parts of the requirement • Potential Supplier has provided evidence to support most elements of their response • The evidence supplied has some relevance to the requirement • Potential Supplier's response is clear and easy to understand • Where relevant, Potential Supplier has demonstrated limited capability to deliver new and innovative service approaches
3 Points	Poor: <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 is weak and has 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	Very 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

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

7 PROCUREMENT TIMETABLE

7.1 The procurement timetable is as follows:

Ref.	Description	Date
1	Requirement published	10 th August 2022
2	Deadline for Potential Suppliers to submit clarification questions to itfp@nationalarchives.gov.uk	12PM (UK Time), 24 th August 2022
3	Deadline for Potential Suppliers to submit Tender Responses to itfp@nationalarchives.gov.uk	5PM (UK Time), 26 th August 2022

** Any clarification question received that TNA deems to be relevant to more Than one Potential Supplier may be shared with all Potential Suppliers.*

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** TNA reserves the right not to award in full and to complete its objectives through other means.
- 8.3** Time is of the essence of this agreement and each of its terms.