

INVITATION TO TENDER

REFRESH OF ARCHIVE SERVICE ACCREDITATION

DEADLINE FOR RECEIPT OF TENDER PROPOSALS: 5PM 30 JUNE 2017

1 PURPOSE

- 1.1 The National Archives (TNA) and the Archive Service Accreditation (ASA) partners wish to appoint a freelance consultant (or organisation) to undertake a light-touch review and refresh of elements of ASA as the programme reaches its fifth anniversary. This will include stakeholder and partner liaison, redrafting guidance, and developing an understanding of how ASA is used within the archive sector beyond applications made to the programme.
- 1.2 For this requirement, we are particularly keen to hear from contractors with strong drafting skills, experience of stakeholder engagement and an understanding of the archives and wider heritage sector.

2 BACKGROUND

- 2.1 TNA is a non-ministerial government department. As the government's national archive for England, Wales and the United Kingdom, we hold over 1,000 years of the nation's records for everyone to discover and use. We fulfil a leadership role for the archive sector and work to secure the future of physical and digital records.
- 2.2 ASA is the national management standard for archives, created in 2012-13 through a process of sector co-creation, and supported by a UK-wide partnership of archive bodies. The standard is used for service development and improvement. More information can be found at <http://www.nationalarchives.gov.uk/archives-sector/archive-service-accreditation/>.
- 2.3 TNA and the ASA partners have been receiving feedback on the programme. A good deal has focussed on preservation of digital content, and part of the Requirement will be around incorporating digital content seamlessly into the ASA programme and ensuring parity of esteem between analogue and digital records.

3 THE REQUIREMENT

- 3.1 As the programme matures, we wish to use the opportunity to undertake light-touch reviews and refreshes in areas where feedback has highlighted the need for change and clarification. This review is not intended fundamentally to change the parameters nor the application experience of ASA. There are specific areas of the ASA programme and parts of the sector where the feedback received suggests focussed work would be beneficial.
- 3.2 Feedback has suggested that archive services may draw other benefits from participation in the ASA programme other than an accreditation award. We are keen to explore and understand further what these are.
- 3.3 Feedback has suggested that there are barriers to participation in the ASA programme. We are keen to explore and understand further what these are.
- 3.4 Working within the existing framework of standard and guidance, the review should:
 - 3.4.1 Invite the Accreditation partners to re-commit to the programme, as envisaged in the 2013 Memorandum of Understanding (<http://www.nationalarchives.gov.uk/archives-sector/archive-service-accreditation/management-of-archive-service-accreditation/>), including identifying any areas where the Memorandum requires updating and any further partners who should be invited to join to support future programme delivery.
 - 3.4.2 By working with partners/assessors and use of applicant feedback, identify areas where the standard application form and guidance require updating, particularly areas which are unclear or out of date, and suggest means of addressing these, for approval by the partnership.
 - 3.4.3 Explore any barriers to participation by parts of the archive sector which have shown lower levels of engagement, as mentioned in Section 3.3 above.
 - 3.4.4 Identify and draft content for areas where the programme should develop scaled guidance further to meet the needs of the sector, working from experience of the existing applicants and from sector feedback.
 - 3.4.5 Following partnership approval as detailed in Section 3.4.2 above, refresh guidance to incorporate required changes. NOTE: we already have a number of updates, focussed on digital preservation, which will also be required to be included in this refresh process.
 - 3.4.6 Capture evidence of the use and value of Archive Service Accreditation beyond the submission of applications, as mentioned in Section 3.2 above.

- 3.4.7 Identify any additional documentation or training materials which would be of benefit in supporting participation in the programme, and draft these if commissioned as an extension of contract.

3.5 The contractor must:

- 3.4.1 Deliver the final resources by 28 March 2018 (unless otherwise agreed by TNA).
- 3.4.2 Participate in fortnightly telephone monitoring meetings with the Archive Service Accreditation Programme Manager to review and discuss progress and the quality of the materials being designed.
- 3.4.3 Participate in at least one report meeting with staff from the wider partnership as required at an appropriate point, such as presentation of initial findings. This may be by teleconference. A reference group will be formed to ensure the draft products are effective. This will discuss content by email and the contractor must be prepared to liaise with this group.

4 DELIVERABLES

- 4.1 The contracted supplier will draw on their specialist knowledge, consultation with Accreditation partners, applicant feedback, and sector discussion to deliver:
 - 4.1.1 Documented partner commitment to the programme including identifying any proposed changes to the [Memorandum of Understanding](#) for agreement by the partnership, and documented commitment from any potential new partners identified by the partnership.
 - 4.1.2 Refreshed programme documentation including the eligibility, scalability and applicant guidance, and the application form for publication, reflecting stakeholder feedback, updates to include changes since 2013 and where necessary amendments aimed at reducing barriers to participation.
 - 4.1.3 A short report for external audiences identifying ways in which Archive Service Accreditation has been used within the archives sector, following varied user stories and capturing qualitative benefits and outcomes, including case studies.
 - 4.1.4 A short report for internal programme use outlining any additional supporting documentation which is identified through stakeholder feedback as needed to reduce barriers to participation. Such documentation (e.g. guidance, training materials) may be confirmed and commissioned during the development process (and if so would be the subject of a contract extension – see Section 6.1).
- 4.2 The guidance must be produced in Word format and be based on existing Accreditation templates, clearly marking changes from current documentation to support cost-effective translation into the Welsh language once the changes are agreed.

5**WORK PLAN AND MILESTONES**

No.	Description	Delivered by
1	Initiate work and agree scope	July 2017
2	Completion of research phase and identification of development areas for feedback	End November 2017
3	Draft refreshed core programme documentation	End January 2018
4	Final delivery of outputs including partner commitment to the programme and any additional guidance products	28 March 2018

6 BUDGET

- 6.1 The maximum available budget for this contract is **£8,300 (exclusive of VAT)**. There is the potential for a contract extension of up to £4,000 (exclusive of VAT) if additional guidance or training products are commissioned by TNA. Any additional products will be individually costed and agreed.
- 6.2 TNA's premises and teleconference facilities may be used, by prior agreement, for meeting facilities if required.

7 HOW TO RESPOND

7.1 Tender Responses should be submitted to procurement@nationalarchives.gsi.gov.uk by **5pm on 30 June 2017**.

7.2 Your Tender Response must include:

7.2.1 Your understanding of the project brief and deliverables.

7.2.2 The names and relevant experience of individuals assigned to the project, clarifying their involvement with each phase or unit of the work.

7.2.3 Your proposed methodology to address all of the requirements.

7.2.4 Two examples of your written work which demonstrate capacity to deliver guidance or other products in a house style.

7.2.5 A timetable detailing when you would deliver each phase of the work.

7.2.6 Costs, including a breakdown for each phase or unit of work, day rate of each team member and any other costs or expenses.

7.3 Any requests for clarification should be submitted to procurement@nationalarchives.gsi.gov.uk by **12 noon on 12 June 2017**.

8 EVALUATION CRITERIA

8.1 Tender responses will be evaluated using the following criteria:

CATEGORY	MAXIMUM AVAILABLE SCORE	MAXIMUM AVAILABLE WEIGHTED SCORE
Extent to which the proposal demonstrates an understanding of the brief (section 7.2.1.)	10	25
Knowledge and experience relevant to the project, including understanding of Archive Service Accreditation and its use within the archive sector (section 7.2.2)	10	25
Relevant experience of delivering formal guidance products and demonstrable ability to deliver to an existing style (sections 7.2.2 and 7.2.4)	10	10
Clear and workable methodology for delivering an effective and timely review (sections 7.2.3 and 7.2.5)	10	15
Costs (section 7.2.6)	10	25

8.2 For each Category (apart from Costs, see section 8.3 below) a points score between 1 and 10 is available. These points will be allocated applying the criteria as listed in the table below. If any Category within your Proposal 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.• Potential Supplier has provided evidence of added value within their response. The evidence supplied is convincing and highly relevant to TNA's requirement.• Potential Supplier's response is clear and easy to understand.
7 Points – Very 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 where necessary to support their response. The evidence that is supplied is good and relevant to TNA's requirement• Potential Supplier's response is clear and easy to understand.

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 evidence to support most parts of their response. The evidence that is supplied has some relevance to TNA's requirement. • Potential Supplier's response is clear and easy to understand.
3 Points – Below Average
<ul style="list-style-type: none"> • Potential Supplier has provided a response that addresses some parts of the requirement. • Potential Supplier has evidence to support some parts of their response but not all. The evidence that is supplied is weak or not always relevant to TNA's requirement. • Potential Supplier's response is not always clear and easy to understand.
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 little or no evidence to support most of their response. The evidence that is supplied is very weak or has little, or no, relevance to TNA's requirement. • Potential Supplier's response is not always clear and easy to understand.

8.3 The lowest priced submission will be awarded the maximum score available for the Cost Category. All other bids will be awarded the maximum score reduced by the proportion by which they are more expensive.

8.4 Following this evaluation, TNA may choose to conduct interviews, either by telephone or face-to face at TNA's sole discretion, following which any Potential Suppliers selected for interview will have their submission/interview re-evaluated on the following basis:

CATEGORY	MAXIMUM AVAILABLE SCORE	MAXIMUM AVAILABLE WEIGHTED SCORE
Extent to which the proposal demonstrates an understanding of the brief (section 6.2.1.)	10	20
Knowledge and experience relevant to the project, including understanding of Archive Service Accreditation and its use within the archive sector (section 6.2.2-3)	10	20
Relevant experience of delivering formal guidance products and demonstrable ability to deliver to an existing style (section 6.2.4)	10	5

Clear and workable methodology for delivering an effective and timely review (section 6.2.3, 6.2.5)	10	15
Costs (section 6.2.6)	10	20
Interview	10	20

9 PROCUREMENT TIMETABLE

The Procurement Timetable is as follows:

No.	Description	Date(s)
1	Invitation to Tender published	2 June 2017
2	Deadline for potential suppliers to submit clarification questions to procurement@nationalarchives.gsi.gov.uk	12 noon (UK time), 12 June 2017
3	Deadline for TNA to respond to clarification questions	16 June 2017
4	Deadline for potential suppliers to submit their Tender Responses to procurement@nationalarchives.gsi.gov.uk	5pm (UK time), 30 June 2017
5	Timebox for TNA and partners to evaluate Tender Responses, including possible telephone interviews with potential suppliers	3 to 12 July 2017
6	Contract award and feedback to unsuccessful potential suppliers	14 July 2017

10 CONTRACT TERMS AND CONDITIONS

The contract will be awarded under our [standard terms and conditions for services](#). Please note your Tender Response may be used, in whole or in part, to populate the contract schedules. As such, you should make clear and unambiguous statements about the commitments you are making.

The National Archives reserves the right not to appoint and to achieve the outcomes of the project through other methods.