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**invitation to tender**

**CITRIX Environment Support**

**CLOSING DATE FOR RESPONSES – 12 NOON (UK TIME), FRIDAY 10 January 2020**

1. **BACKGROUND**

The National Archives (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 in Kew, Richmond. More information on TNA can be found at: [www.nationalarchives.gov.uk](http://www.nationalarchives.gov.uk)

1. **OBJECTIVE**
   1. TNA has a requirement for Citrix Environment Support.
2. **THE REQUIREMENT**
   1. For the avoidance of doubt, the Support requirements are for Citrix Environment Support.

3.2 **14 Months Citrix Environment Support Essential includes**:

* 300 XenMobile Suite, 1 x Citrix Netscaler, 1 x Citrix Netscaler AAA, 300 x Citrix XenApp & Xendesktop
* Unlimited telephone help desk/senior consultants to support each incident
* Unlimited remote access / dial in diagnostic
* Escalation through to Citrix via supplier held support contracts.
* Mon-Fri 09:00am to 17:30pm
* Duration 21.01.2020 - 31.03.2021

1. **HOW TO RESPOND**
   1. Please submit your response to this requirement to [procurement@nationalarchives.gov.uk](mailto:procurement@nationalarchives.gov.uk) by **12 noon (UK time) on Friday 10 January 2020.**
   2. The contract will be awarded to the lowest-priced compliant bid.
2. **PROCUREMENT TIMETABLE**

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| **Ref.** | **Description** | **Date(s)** |
| 1 | Deadline for potential suppliers to submit tender responses to  [procurement@nationalarchives.gov.uk](mailto:procurement@nationalarchives.gsi.gov.uk) | 12 noon, Friday, 10 January 2020 |
| 2 | Deadline for TNA to evaluate tender responses and award contract | 5pm, Monday, 13 January 2020 |
| 3 | Contract Award | Tuesday, 14 January 2020 |

1. **CONTRACT TERMS**
   1. The contract shall be governed by our standard terms and conditions published [here](https://www.gov.uk/government/publications/short-form-terms-and-conditions).
   2. Please note that the information you supply in your Tender Response 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.
   3. The National Archives reserves the right not to appoint for this requirement and to achieve the outcomes of the project through other methods.