

**THE NATIONAL ARCHIVES**

**OPTIMUS ANNUAL SOFTWARE MAINTENANCE**

**INVITATION TO TENDER – open competition**

**DEADLINE FOR SUBMISSIONS – 5PM (UK TIME), 1ST APRIL 2022**

1. **ABOUT US**
   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.
   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/)
   3. TNA is based in Kew, South West London.
2. **REQUIREMENTS, OBJECTIVES AND DELIVERABLES**
   * 1. The object of this tender exercise is to procure renewal of an existing maintenance agreement for Optimus Management Information Systems for the period 1st May 2022 to 30th April 2024.
   1. We intend to award a contract for an initial period of 2 years, with an option to extend for up to 1 year.
   2. Our minimum expected support is as follows:
      1. Advice and discussion by phone and email;
      2. Remote assistance by WebEx or similar supervised access;
      3. Onsite supervised access during normal office hours;
      4. 4 hours response time for queries;
      5. Support available from 7AM – 7PM from Monday – Friday.
3. **HOW TO RESPOND**
   1. If you have any clarification questions related to your Tender Response, please submit these to [itfp@nationalarchives.gov.uk](mailto:itfp@nationalarchives.gov.uk) by **5PM (UK Time), 23rd March 2022**
   2. Please submit your Tender Response to [itfp@nationalarchives.gov.uk](mailto:itfp@nationalarchives.gov.uk) by **5PM (UK Time), 1st April 2022.**
   3. To respond please ensure you complete the attached cost spreadsheet **Appendix A** and response spreadsheet **Appendix B,** ensuring your response addressesas a minimum, the points below**. Should you wish to include any supplementary information please do this as a separate document.**
   4. Your proposed Service Level Agreement (SLA) document detailing the Service Levels offered for support. As a minimum you should describe the resources you propose to allocate, hours of operation and response times.
   5. 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
4. **EVALUATION CRITERIA**
   1. Tender submissions will be evaluated using the following matrix:

Quality (your response to sections 2.3) 40%

Contract Price (your response to section 2) 60%

* 1. Price scores will be based on a comparison between each Potential Supplier’s price offers, based on the percentage difference from the lowest bid price. The lowest offered price will receive the maximum pre-weighted score of 10 points, a price which is 20% higher will receive a score of 8 (i.e. the maximum score minus 20%).
  2. 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:**   * 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 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:**   * 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:**   * 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:**   * 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:**   * 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:**   * No response provided |

1. **PROCUREMENT TIMETABLE**
   1. The procurement timetable is as follows:

|  |  |  |
| --- | --- | --- |
| **Ref.** | **Description** | **Date** |
| 1 | Requirement published | 11th March 2022 |
| 2 | Deadline for Potential Suppliers to submit clarification questions to [itfp@nationalarchives.gov.uk](mailto:itfp@nationalarchives.gov.uk) | 5pm (UK Time), 23rd March 2022 |
| 3 | Deadline for Potential Suppliers to submit Tender Responses to [itfp@nationalarchives.gov.uk](mailto:itfp@nationalarchives.gov.uk) | 5pm (UK Time), 1st April 2022 |

*\* Any clarification question received that TNA deems to be relevant to more*

*Than one Potential Supplier may be shared with all Potential Suppliers.*

1. **CONTRACT TERMS**
   1. The Contract, and any subsequent Contract variations, shall be governed by our standard terms and conditions, available [here](https://www.gov.uk/government/publications/short-form-terms-and-conditions) and by submitting a response to this ITT, you accept these terms and conditions.
   2. TNA reserves the right not to award in full and to complete its objectives through other means.
   3. Time is of the essence of this agreement and each of its terms.