

REFRESH OF ARCHIVE SERVICE ACCREDITATION

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

CLARIFICATION QUESTIONS AND RESPONSES

The National Archives has received a number of clarification questions. Please see below for the questions and their associated responses.

Q1: *Does TNA have an example of the house style it would like emulated, for the refresh and any new guidance?*

A1: All the Accreditation guidance is published at <http://www.nationalarchives.gov.uk/archives-sector/archive-service-accreditation/supporting-guidance/>. While we would consider changes based on usability feedback, this is broadly the structure into which amendments would be made.

Q2: *Please clarify the nature and extent of existing feedback to be made available to the contractor e.g. stakeholder feedback received in relation to:*

- a) *other benefits;*
- b) *barriers;*
- c) *digital;*
- d) *existing evidence of use and value of sector feedback.*

A2: Feedback is varied under these heads:

- a) Wider benefits – no formal feedback beyond process questionnaires, anecdotal evidence (some anonymous);
- b) Barriers – some published critique from specific groups, and some process feedback about areas of the standard seen as unclear, otherwise as above;
- c) Digital – fully piloted changes to application questions, with feedback from 6 pilot services to feed into guidance revision;
- d) The use and value of sector feedback is something we are expecting the Appointed Supplier to look into, evaluate and report back to TNA.

Q3: *Is the shared protocol available (MoU Delivery model 2.1)?*

A3: Assessor training slides have been included as a separate document. The detailed example handbook can only be shared with the Appointed Supplier, as it contains confidential information on individual assessments.

Q4: *Are the Minutes of the May 2017 Archive Service Accreditation Committee Meeting available?*

A4: Committee minutes will be published on our website, but only in late June/July along with publication of programme updates. There is nothing confidential in the short minutes, so these have been included as a separate document.