

**SPLUNK ANNUAL SUPPORT RENEWAL
FOR ENTERPRISE AND ENTERPRISE SECURITY**

CLOSING DATE FOR RESPONSES – 12 NOON, TUESDAY 29TH OCTOBER 2019

1. OBJECTIVE

The National Archives (TNA) IT Operations Department requires support for the on-site Splunk applications at its offices at Kew, Richmond, Surrey TW9 4DU.

For this requirement, TNA will only consider submissions from Accredited Splunk partners.

2. BACKGROUND

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, South West London. More information on TNA can be found at: www.nationalarchives.gov.uk

The current support contract for Splunk products expires on 1 November 2019. TNA requires continuous service and a seamless transition to the new support contract.

3. THE REQUIREMENT

- 3.1. The requirement is for a 12 month support contract, commencing 2nd November 2019 and expiring 1st November 2020.
- 3.2. The Splunk products which require support renewal are:
 - Splunk Enterprise 25GB
 - Splunk App for Enterprise Security 25GB
- 3.3. TNA require Splunk Standard support programme as defined on the Splunk website (link below).
https://www.splunk.com/en_us/support-and-services/support-programs.html#support
- 3.4. For this requirement, TNA will only consider submissions from Accredited Splunk partners.

4. HOW TO RESPOND

4.1. It is for you to decide what format your Tender Response should take. However, please ensure that your Tender Response addresses as a minimum the elements below.

4.1.1. **Confirmation** of your status as an Accredited Splunk partner, and any documentary evidence thereof.

4.1.2. **Confirmation** of your ability to commence support from 2nd November 2019, maintaining a continuous service.

4.1.3. Your **total contract price** for Splunk Standard support programme of each Splunk product for the contract term.

4.1.4. **For information only** – a **rate card** for professional services which may be required during the contract term but are not covered under the support contract.

4.2. If you have any questions regarding this opportunity, please email itfp@nationalarchives.gov.uk by **5pm, Thursday, 24th October 2019**

4.3. Please submit your Tender Responses to procurement@nationalarchives.gov.uk by **12 noon, Tuesday 29th October 2019**

5. EVALUATION CRITERIA

Tender Responses will be evaluated using the following criteria:

- | | |
|---|-----------|
| • Confirmation of accreditation (see Section 4.1.1) | Pass/Fail |
| • Confirmation of Service Commencement date (see Section 4.1.2) | Pass/Fail |
| • Price (see Section 4.1.3) | 100% |

For Price (Section 4.1.3), the lowest priced submission will be awarded the maximum score available, i.e. a score of 10 (pre-weighted). All other bids will be awarded the same maximum score reduced by the proportion by which they are more expensive.

For the avoidance of doubt, compliant bids will be evaluated on the basis of price only.

6. PROCUREMENT TIMETABLE

Ref.	Description	Date(s)
1	Deadline for Potential Suppliers to submit clarification questions to procurement@nationalarchives.gov.uk	5pm, Thursday, 24th October 2019
2	Deadline for TNA to respond to clarification questions *	Friday, 25th October 2019
3	Deadline for potential suppliers to submit tender responses to procurement@nationalarchives.gov.uk	12 noon, Tuesday 29th October 2019
4	Deadline for TNA to evaluate tender responses and award contract	Thursday, 31th October 2019

**Any clarification question that TNA deems to be relevant to more than one Potential Supplier will be shared with all Potential Suppliers via the Contracts Finder website.*

7. CONTRACT TERMS

The contract shall be governed by the short form conditions for services published [here](#).

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.

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