



THE NATIONAL ARCHIVES

STRATEGIC TECHNOLOGY PARTNER – BUSINESS SYSTEMS AND DEVELOPMENT

OPEN COMPETITION

DEADLINE FOR SUBMISSIONS – 5PM (UK TIME), TUESDAY 7TH MARCH 2023

1. ABOUT US

- 1.1.** 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.
- 1.2.** 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)
- 1.3.** TNA has one site in Kew, South West London.

2. BACKGROUND

- 2.1** With an increased emphasis on digital, TNA faces the challenge of delivering reliable and publicly accessible IT services with limited resources and budgetary constraints. To meet this challenge, we have embarked on a transformational programme of work that complements and supports our IT Strategy and direction of travel. We are seeking a partner that can assist us in delivering our objectives.

3. OBJECTIVE

- 3.1.** The objective of this tender exercise is to source an IT Strategic Technology Partner to provide professional services for a range of technological solutions at TNA.
- 3.2.** Our aim is to work in partnership with a supplier who will provide additional, ad-hoc resources to complement TNA's existing IT Operations team in key areas such as technology systems architecture and design, and IT investment initiatives that contribute to us achieving the objectives that support our IT Strategic Plan.
- 3.3.** We intend to award a contract for an initial period of two years, with an option to extend for up to two additional periods for up to twelve months each (2+1+1).

4. REQUIREMENT

- 4.1.** The requirement is to engage a strategic technology partner that can support us in transforming the IT delivery at TNA and assist in the transition to new solutions.
- 4.2.** TNA anticipates total demand for professional services over the total duration of this contract will not exceed a sum of £500,000 (excluding VAT), but makes no commitment to any minimum level of expenditure during the contract period. We envisage the potential supplier will operate on a fixed cost per engagement basis within agreed terms and conditions based on delivery of defined piece(s) of work.
- 4.3.** You must have a wide range of experience with Government and private sector, from a variety of industries, using a diverse range of technological solutions.
- 4.4.** You must maintain adequate staffing and skills levels to support our needs, and have the ability to increase or decrease staffing to satisfy our requirements and to meet agreed deadlines.
- 4.5.** You must provide system health checks for existing and proposed solutions so that best practice implementations can be achieved, thereby optimising our investment in IT.
- 4.6.** TNA's strategic plan will deliver solutions based on the following technologies. You must be able to provide professional services for at least one of the areas detailed below as a minimum:
 - 4.6.1.** Dynamics 365 Customer Service – we are continuing to develop our approach to contract, case and workflow management.
 - 4.6.2.** Cloud Services – a range of solutions provided as software as a service and cloud hosted services through MS Azure, SharePoint and Amazon Workspaces. Current platforms use MS SQL Server 2016 and web pages using various .asp technologies together with Microsoft .Net.
 - 4.6.3.** Off-the-shelf and bespoke software development and integration. Software maintenance and support for bespoke new services.

- 4.7.** The services we require will range from technical consultancy and analysis, digital and system process transformation, software development and design, through to implementation and deployment.
- 4.8.** You must comply with TNA's site security requirements and physical access arrangements for access to the Kew site when carrying out any on-site work.
- 4.9.** TNA recognises the benefits of innovative solutions in meeting its objectives and you are encouraged to demonstrate your commitment to deliver innovation within your solution(s).
- 4.10.** As HMG central IT strategy encourages the use of shared technology and delivery of services via more than one supplier, you should design services to make as much use as possible of standards, methodologies and components that will allow interaction with other services, solutions, and supplier systems. You should summarise how, working collaboratively, you might generate ideas to support innovation activities while also highlighting any potential incidental benefits within your proposal.
- 4.11.** Where the service offered may provide additional benefit that is not included as mandatory, you should provide any relevant details on how any additional service will benefit TNA.

5. HOW TO RESPOND

- 5.1.** If you have any clarification questions related to your Tender Response, please submit these to itfp@nationalarchives.gov.uk by **5PM (UK Time) on Wednesday 8th February 2023.**
- 5.2.** Please submit your Tender Response to itfp@nationalarchives.gov.uk by **5PM (UK Time) on Tuesday 7th March 2023.**
- 5.3. Your proposed service offering should cover at least one of the below areas however does not need to encompass them all:**
- 5.3.1.** Dynamics 365 Customer Service
 - 5.3.2.** Cloud Services
 - 5.3.3.** Bespoke Software Development and Integration
 - 5.3.4.** Support Services
- 5.4. A comprehensive description of your proposed service offering.** It is for you to determine what format this description should take so as to describe your offering in a clear, concise and unambiguous fashion. however, please ensure that within this description you specify:
- 5.4.1.** What services you will provide, and how, addressing point by point each of the services described in Section 3 and 4.
 - 5.4.2.** What sub-contracting arrangements (if any) you will put in place.
 - 5.4.3.** What standards you will adhere to, e.g. ISO27001.
 - 5.4.4.** What assumptions you have made in making the offer.
- 5.5. The Contract Price** for your proposed solution, clearly stating:
- 5.5.1.** A rate card for professional services, specifying any volume discounts that will apply. This rate card should be fixed for the duration of the contract. Please include in Appendix A at least full day and half day for:
 - 5.5.1.1.** Consultant
 - 5.5.1.2.** Senior Developer
 - 5.5.1.3.** Junior Developer
 - 5.5.1.4.** Project Manager
 - 5.5.1.5.** Technical specific role, e.g. SharePoint (Please Specify in Appendix A)

- 5.5.2.** You must include all charges, including any variable costs such as travel and subsistence costs, as a fixed charge in your response. For the avoidance of doubt, TNA will not pay any variable professional services charges that are not included as a fixed charge in the response to this ITT.
- 5.5.3.** You are permitted to provide pricing for additional technical specialities however this will be for information purposes only and will not make up part of the evaluation.
- 5.5.4.** For guidance of skills and expertise required in these roles please see the Digital Data and Technology Profession Capability Framework for further information, [Digital, Data and Technology Profession Capability Framework - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/digital-data-and-technology-profession-capability-framework)
- 5.6.** 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.
- 5.7.** Tell us about **how you intend to deliver social value** throughout the contract term, and **how you will report back** to us on said delivery throughout the contract term. For guidance, please see this guidance on [Social Value](#); your response may address any one or more of the themes contained therein.

6 EVALUATION CRITERIA

6.1 Your Tender Response will be evaluated using the following criteria:

CATEGORY	MAXIMUM AVAILABLE UNWEIGHTED SCORE	WEIGHTING	MAXIMUM AVAILABLE WEIGHTED SCORE
Contract Price (your response to section 5.5) – based on the average of all full day rates provided)	10	4	40
Quality – your response to sections 4 and 5 – Minimum score of 7 is required to be considered for award	10	5	50
Quality – social value – your response to section 5.7	10	1	10

6.2 The bidder submitting the lowest compliant price will be awarded the maximum of 10 (unweighted) points. All other bidders will be awarded a (unweighted) points score by applying the following formula:

$$((\text{lowest submitted price}/\text{bidder's submitted price}) \times 10)$$

To illustrate this via a worked example:

Bidder 1 submits a price of £10,000

Bidder 2 submits a price of £17,000

Bidder 3 submits a price of £31,000

Bidder 1 is awarded 10 (unweighted) points – $((10,000/10,000) \times 10) = 10$

Bidder 2 is awarded 5.88 (unweighted) points – $((10,000/17,000) \times 10) = 5.88$

Bidder 3 is awarded 3.23 (unweighted) points – $((10,000/31,000) \times 10) = 3.23$

6.3 For the 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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

	<ul style="list-style-type: none"> • Where relevant, Potential Supplier has demonstrated limited capability to deliver new and innovative service approaches
1 Point	Very 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 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: <ul style="list-style-type: none"> • No response provided

7 PROCUREMENT TIMETABLE

7.1 The procurement timetable is as follows:

Ref.	Description	Date
1	Requirement published	24 th January 2023
2	Deadline for Potential Suppliers to submit clarification questions to itfp@nationalarchives.gov.uk	5PM (UK Time), 8 th February 2023
3	Deadline for Potential Suppliers to submit Tender Responses to itfp@nationalarchives.gov.uk	5PM (UK Time), 7 th March 2023

** Any clarification question received that TNA deems to be relevant to more Than one Potential Supplier may be shared with all Potential Suppliers.*

8 CONTRACT TERMS

- 8.1** The contract, and any subsequent Contract variations, shall be governed by our standard terms and conditions, available [here](#) and by submitting a response to this Invitation to Tender, you accept these terms and conditions.
- 8.2** TNA reserves the right not to award in full and to complete its objectives through other means.
- 8.3** Time is of the essence of this agreement and each of its terms.