

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

**CLOSING DATE FOR RESPONSES – 12 NOON, WEDNESDAY 25<sup>TH</sup> OCTOBER 2017**

**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](http://www.nationalarchives.gov.uk)

The current support contract for Splunk products expires on 1 November 2017. 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 2 November 2017 and expiring 1 November 2018.

3.2. The Splunk products which require support are:

- Splunk Enterprise – Enterprise Support Renewal – 25GB (product code SE-P-ESUP-R)
- Splunk App for Enterprise – Enterprise Support Renewal – 15GB (product code ES-P-ESUP-R)

3.3. 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 2 November 2017, maintaining a continuous service.
- 4.1.3. Your **total contract price** for support 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 [procurement@nationalarchives.gsi.gov.uk](mailto:procurement@nationalarchives.gsi.gov.uk) by 5pm, Thursday, 19th October 2017.
- 4.3. Please submit your Tender Responses to [procurement@nationalarchives.gsi.gov.uk](mailto:procurement@nationalarchives.gsi.gov.uk) by 12 noon, Wednesday, 25th October 2017.

#### 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 <a href="mailto:procurement@nationalarchives.gsi.gov.uk">procurement@nationalarchives.gsi.gov.uk</a>	5pm, Thursday, 19 <sup>th</sup> October 2017
2	Deadline for TNA to respond to clarification questions *	Friday, 20 <sup>th</sup> October 2017
3	Deadline for potential suppliers to submit tender responses to <a href="mailto:procurement@nationalarchives.gsi.gov.uk">procurement@nationalarchives.gsi.gov.uk</a>	12 noon, Wednesday 25 <sup>th</sup> October 2017
4	Deadline for TNA to evaluate tender responses and award contract	Thursday, 26 <sup>th</sup> October 2017

*\*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.