



**THE NATIONAL ARCHIVES**

**NETBRAIN TECHNOLOGIES SUPPORT**

**OPEN COMPETITION**

**DEADLINE FOR TENDER SUBMISSIONS – 5PM (UK TIME), 11<sup>TH</sup> FEBRUARY 2022**

## **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 is based in Kew, South West London.

## 2. OBJECTIVE AND REQUIREMENTS

**2.1** The objective of this tender exercise is to procure a support partner for our existing NetBrain Network Management and Automation Software.

**2.2** Our current support contract is expiring on the **5<sup>th</sup> March 2022** therefore would be awarding this contract to go live on the **6<sup>th</sup> March 2022**; Please note that a smooth transition is essential.

**2.3** With regards to support services, we are asking for pricing for service periods of 1 year, 3 years and 5 years respectively. The decision as to whether to award for 1 year, 3 years and 5 years will be at the discretion of The National Archives and all bids will be evaluated on the same basis once this decision has been made.

**2.4** The National Archives Netbrain Network Management and Automation Software Licenses consists of:

Category	Product	Quantity
Licenses	Enterprise Edition (EE) floating Seat License	1
Licenses	Enterprise Server License by Nodes	280
Licenses	Essentials NetBrain Professional Services Package	1

**2.5** Our minimum expected support is as follows:

**2.5.1** Advice and discussion by phone and email;

**2.5.2** Access to software updates;

**2.5.3** Remote assistance by WebEx or similar supervised access;

**2.5.4** 4 hours response time for queries;

**2.5.5** Support available from 7AM – 7PM from Monday – Friday.

### 3 HOW TO RESPOND

- 4.1 Please respond by submitting a tender response to [itfp@nationalarchives.gov.uk](mailto:itfp@nationalarchives.gov.uk) by **5pm (UK time), 11<sup>th</sup> February 2022**
- 4.2 If you have any questions relating to this opportunity, please submit them to [itfp@nationalarchives.gov.uk](mailto:itfp@nationalarchives.gov.uk) by **5pm (UK time), 8<sup>th</sup> February 2022**
- 4.3 To respond please ensure you complete the attached cost spreadsheet **Appendix A** and response spreadsheet **Appendix B**, ensuring your response addresses as a minimum, the points below. **Should you wish to include any supplementary information please do this as a separate document.**
- 4.4 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.
- 4.5 Your contract price for support for the products as described in this Invitation to Tender. Please include separate prices for the first contract year and for the optional second contract year. 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 source 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.
- 4.6 Confirmation that you are able to meet the requirements described in this document.

## 5 PROCUREMENT TIMETABLE

Ref	Description	Date(s)
1	Invitation to Tender document is published	28 <sup>th</sup> January 2022
2	Deadline for Potential Suppliers to submit clarification questions to <a href="mailto:itfp@nationalarchives.gov.uk">itfp@nationalarchives.gov.uk</a>	5pm (UK time) 8 <sup>th</sup> February 2022
3	Deadline for Potential Suppliers to submit their Tender Responses to <a href="mailto:itfp@nationalarchives.gov.uk">itfp@nationalarchives.gov.uk</a>	5pm (UK time) 11 <sup>th</sup> February 2022
4	Service Operational	6 <sup>th</sup> March 2022

*\*Any clarification question that TNA deems to be relevant to more than one Potential Supplier will be shared with all Potential Suppliers*

## 6 EVALUATION CRITERIA

- 6.1** Tender submissions will be evaluated using the following matrix:
- |   |     |
|---|-----|
| Quality (your response to sections 3 and 4) | 40% |
| Contract Price (your response to section 4) | 60% |
- 6.2** 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%).
- 6.3** 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.

<b>10 Points</b>	<b>Outstanding:</b> <ul style="list-style-type: none"><li>• Potential Supplier has provided a response that addresses all parts of the requirement</li><li>• Potential Supplier has provided evidence to support all elements of their response</li><li>• The evidence supplied is convincing and highly relevant to the requirement</li><li>• Potential Supplier's response is clear and easy to understand</li><li>• Where relevant, Potential Supplier has demonstrated a high level of capability to deliver new and innovative service approaches</li></ul>
<b>7 Points</b>	<b>Good:</b> <ul style="list-style-type: none"><li>• Potential Supplier has provided a response that addresses all parts of the requirement</li><li>• Potential Supplier has provided evidence to support most elements of their response</li><li>• The evidence supplied is good and relevant to the requirement</li><li>• Potential Supplier's response is clear and easy to understand</li><li>• Where relevant, Potential Supplier has demonstrated some level of capability to deliver new and innovative service approaches</li></ul>
<b>5 Points</b>	<b>Average:</b> <ul style="list-style-type: none"><li>• Potential Supplier has provided a response that addresses most parts of the requirement</li><li>• Potential Supplier has provided evidence to support most elements of their response</li><li>• The evidence supplied has some relevance to the requirement</li></ul>

	<ul style="list-style-type: none"> <li>• Potential Supplier's response is clear and easy to understand</li> <li>• Where relevant, Potential Supplier has demonstrated limited capability to deliver new and innovative service approaches</li> </ul>
<b>3 Points</b>	<b>Poor:</b> <ul style="list-style-type: none"> <li>• Potential Supplier has provided a response that addresses some parts of the requirement</li> <li>• Potential Supplier has provided evidence to support some elements of their response, but not all</li> <li>• The evidence supplied is weak and has limited relevance to the requirement</li> <li>• Potential Supplier's response is not always clear and easy to understand</li> <li>• Where relevant, Potential Supplier has demonstrated limited capability to deliver new and innovative service approaches</li> </ul>
<b>1 Point</b>	<b>Very Poor:</b> <ul style="list-style-type: none"> <li>• Potential Supplier has provided a response that fails to address most parts of the requirement</li> <li>• Potential Supplier has provided little or no evidence to support most elements of their response</li> <li>• The evidence supplied is very weak and has very limited relevance to the requirement</li> <li>• Potential Supplier's response is not always clear and easy to understand</li> <li>• Where relevant, Potential Supplier has demonstrated little or no capability to deliver new and innovative service approaches</li> </ul>
<b>0 Points</b>	<b>Fail:</b> <ul style="list-style-type: none"> <li>• No response provided</li> </ul>

## **7 CONTRACT TERMS**

- 7.1** 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.
- 7.2** Please note that the information you supply in your tender submission 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.
- 7.3** The National Archives reserves the right not to appoint and to achieve its goals by other means.
- 7.4** Time is of the essence of this agreement and each of its terms.