



THE NATIONAL ARCHIVES

FINANCE SYSTEMS SUPPORT CONTRACT

INVITATION TO TENDER – OPEN COMPETITION

DEADLINE FOR TENDER SUBMISSIONS – 5PM (UK TIME), 2 JULY 2021

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

- 2.1. The objective of this procurement process is to select a Supplier to provide support, maintenance and software-assurance services for our on premise Finance department systems for a 1 year period, namely 1 September 2021 to 31 August 2022 inclusive.
- 2.2. The National Archives is looking to award a contract for an initial period of **ONE** year, with an option to extend for one additional period of up to TWELVE months (1+1).
- 2.3. The contract termination notice will be 1 month for both parties. If you require more than a 1 month notice period then please stipulate your terms.

3. THE REQUIREMENT

3.1. The National Archives owns perpetual licences for the following products and corresponding user numbers:

	Product	Version	Supplier	Number of users
1	SUN	6.3 PS13	Infor	20
2	(Q&A) Vision	10.1.10	Infor	25
3	IPOS	6.1.2.45	Professional Advantage	100
4	Advanced Inquiry	6.1.2.4	Professional Advantage	5
5	Spindle	6.18.0.5	Draycir	5

3.2. The National Archives requires a support service which, as a minimum, operates between the hours of 9am to 5pm, Monday to Friday.

3.3. Support may be required as follows:

- Advice and discussion by phone and email;
- Remote assistance by WebEx or similar supervised access;
- Onsite supervised access during normal office hours;
- Advice and support on new products such as MTD (Making Tax Digital) add-ons.

4. ADDITIONAL INFORMATION

- 4.1. The National Archives infrastructure estate operates a mainly Microsoft environment using Server 2012 and 2016.
- 4.2. Service providers must comply with our minimum staff security clearance and all engineering staff with access to TNA's systems and services must hold a current HMG Baseline Personal Security Standard (BPSS) or equivalent. Potential suppliers should indicate if their staff hold clearance obtained through the National Security Vetting (NSV) process, such as Security Check (SC).
- 4.3. Service providers must comply with site security requirements and physical access arrangements for access to our site when carrying out on-site duties.

5. HOW TO RESPOND

Please respond by submitting a tender response to procurement@nationalarchives.gov.uk by **5pm (UK time), 2 July 2021**.

If you have any questions relating to this opportunity, please submit them to procurement@nationalarchives.gov.uk by **5pm (UK time), 11 June 2021**.

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.**

- 5.1. **A comprehensive description of your proposed solution.** Suppliers must describe their offering in a succinct, clear, comprehensive and unambiguous fashion. However, please ensure that within this description you specify:
 - 5.1.1 What services you will provide, and how, addressing point by point each of the services described in Sections 3 and 4;
 - 5.1.2 What resourcing commitments you are making, the skills and relevant experience of the staff involved. You may wish to include any relevant industry certifications you hold to support this element of your submission;
 - 5.1.3 What resourcing and other commitments you require TNA to make;
 - 5.1.4 What sub-contracting arrangements (if any) you will put in place.
- 5.2 Your proposed Service Level Agreement (SLA). As a minimum you should describe the resources you propose to allocate, hours of operation and response times.
- 5.3 Your contract price for support for the products and user numbers as described in this Invitation to Tender. Please include separate prices for the first contract year and for the optional second contract year. Please note: your response should reflect the full annual cost to TNA, exclusive of VAT but including all travel and other expenses.
- 5.4 **Your IT Security arrangements, and any relevant accreditations (such as Cyber Essentials, ISO 27001, or other) which your organisation holds.**
- 5.5 Your **rate card** for professional fees for work which may be required outside the support contract. Please provide as a minimum full-day and half-day rates.

6. PROCUREMENT TIMETABLE

Ref	Description	Date(s)
1	Invitation to Tender document is published	27 May 2021
2	Deadline for Potential Suppliers to submit clarification questions to procurement@nationalarchives.gov.uk	5pm (UK time) 11 June 2021
3	Deadline for TNA to respond to clarification questions*	5pm (UK time) 18 June 2021
4	Deadline for Potential Suppliers to submit their Tender Responses to procurement@nationalarchives.gov.uk	5pm (UK time) 2 July 2021
5	Time box for The National Archives to evaluate submissions	3 to 15 July 2021
6	Contract Award	16 July 2021
7	Service operational	1 September 2021

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

7. EVALUATION CRITERIA

7.1. Tender submissions will be evaluated using the following matrix:

Your experience (your response to section 5.1.2)	10%
Quality (your response to sections 5.1.1, 5.1.3, 5.1.4 & 5.2)	40%
Contract Price & Rate Card (your response to section 5.3 & 5.5)	50%

7.2. 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%).

7.3. 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.

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

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

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. 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.
- 8.3. The National Archives reserves the right not to appoint and to achieve its goals by other means.