

THE NATIONAL ARCHIVES

TENDER OPPORTUNITY – OPEN COMPETITION (NON-OJEU)

DIGITISATION STUDIO SOFTWARE MAINTENANCE

CLOSING DATE FOR SUBMISSIONS – 5PM (UK time), 13 MARCH 2020

The National Archives is seeking to appoint a maintenance contractor for some of its imaging software.

The software to be covered by this agreement is listed in Annex 1.

The contract will commence on 1 April 2021 and end on 31 March 2022 (1 year)

If you wish to be considered for this contract, please email procurement@nationalarchives.gov.uk by **5pm (UK time) on 12 March 2021**.

Your tender response should contain as a minimum:

1. Your acknowledgement of the software you will maintain (see Annex 1);
2. Your experience in maintaining such software;
3. Your proposed Service Level Agreement;
4. Your proposals regarding ongoing training provision, particularly where software updates include additional or changed functionality which necessitates such training;
5. 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.

If you have any questions relating to this opportunity, please email procurement@nationalarchives.gov.uk by **5pm on 5 March 2021**.

The contract will be awarded according to the following criteria:

Quality (your tender responses to points 1 to 3 above) - 50%

Price (your contract price) - 50%

The contract will be issued under our standard terms and conditions, which can be found [here](#).

The National Archives reserves the right not to appoint, and to achieve its aims through other means.

Annex 1 – The Software

For all systems

For current software (ArCapture version 11A): Software updates when provided by manufacturer, Software support.

IT support of TNA hardware systems relating to imaging equipment

Consultancy re hardware software solutions and specifications

Ongoing Training