



INVITATION TO TENDER –TECHNOLOGY PARTNER

CLOSING DATE FOR RESPONSES – Midday, 20th February 2019

1. OBJECTIVE

- 1.1 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 The National Archives.
- 1.2 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 architecture and IT investment initiatives that contribute to us achieving the objectives that support our IT Strategic Plan.
- 1.3 We intend to award a contract for an initial period of 2 years, with an option to extend for up to 2 additional periods of up twelve months each (2+1+1).

2. BACKGROUND

- 2.1 The National Archives (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
- 2.2 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 reviewed the technology provision to highlight risks associated with the existing services, systems and infrastructure. We have developed a new four-year strategic plan, creating a digitally enabled organisation, and identified changes required to position the IT function so that it can respond to and support business drivers and demands for the next four years.

3. THE REQUIREMENT

- 3.1 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.
- 3.2 TNA, which operates from a single site in Kew, Surrey, anticipates total demand for professional services over the duration of this contract will not exceed a combined sum of £250,000 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 a defined piece of work.

- 3.3 The potential supplier **must** have a wide range of experience with Government and private sector from a variety of industries using a diverse range of technological solutions.
- 3.4 The potential supplier **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 meet agreed deadlines.
- 3.5 The potential supplier **must** provide system health checks for existing and proposed solutions so that best practice implementations can be achieved, thereby optimising our investment in IT.
- 3.6 TNA's strategic plan will deliver solutions based on the following technologies. These describe typical minimum requirements for professional services.
- **Dynamics 365** – We are currently developing our approach to contract, case and workflow management and we are considering a number of solutions such as Dynamics 365.
 - **Cloud services** – A range of solutions provided as software as a service, cloud-based email, cloud security and cloud hosted services. Azure, Amazon Workspace, O365 and SharePoint.
 - **IT Security** – Support in rationalising our IT security architecture, resource to assist the Security team in selecting and deploying new IT security solutions and access to industry experts for first-hand knowledge on the latest security solutions.
 - **Infrastructure** – Working with our Infrastructure teams in assessing our IT environment of HP Server and Microsoft technology architecture, including Hyper-V virtualisation.

4. **ADDITIONAL INFORMATION FOR POTENTIAL SUPPLIERS**

- 4.1 Potential suppliers 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.
- 4.2 TNA recognises the benefits of innovative solutions in meeting its objectives and suppliers are encouraged to demonstrate their commitment to deliver innovation within their solutions.
- 4.3 As HMG central IT strategy encourages the use of shared technology and delivery of services via more than one supplier, the supplier 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. The supplier should summarise how, working collaboratively, it might generate ideas to support innovation activities while also highlighting any potential incidental benefits within their proposal.

- 4.4 Where the service offered may provide additional benefit that is not included as mandatory, the supplier should provide any relevant details on how any additional service may benefit TNA.

5. HOW TO RESPOND

Please respond by submitting the following information to procurement@nationalarchives.gov.uk by Midday, 20th February 2019

- 5.1 **A comprehensive description of your proposed service offering.** It is for potential suppliers to determine what format this description should take so as to describe their offering in a clear, comprehensive and unambiguous fashion. However, please ensure that within this description you specify:
- What services you will provide, and how, addressing point by point each of the services described in Section 3 and 4.
 - What resourcing commitments you are making, the skills of the staff involved and what resourcing commitments you require TNA to make.
 - What sub-contracting arrangements (if any) you will put in place.
 - What standards you will adhere to, e.g. ISO27001.
 - What assumptions you have made in making the offer.
- 5.2 **Your proposed Service Level Agreement (SLA).** Please ensure that in describing the proposed SLA, you specify what reporting you will put in place to demonstrate if and how your SLA commitments are being met. Please also ensure that you describe how you will address any failure to meet your SLA commitments.
- 5.3 **The Contract Price** for your proposed solution, clearly stating
- i) A rate card for professional services, specifying any volume discounts that will apply.
 - ii) The potential supplier **must** include all charges, including any variable costs such as travel and subsistence costs, as a fixed charge in this 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.
- 5.4 **Confirmation** that you are able to meet the requirements described in Sections 3 and 4 of this document.

6. PROCUREMENT TIMETABLE

Ref.	Description	Date(s)
1	Deadline for Potential Suppliers to submit clarification questions to procurement@nationalarchives.gov.uk	Midday, 28 th January 2019
2	Deadline for TNA to respond to clarification questions	1 st February 2019
3	Deadline for Potential Suppliers to submit their Tender Responses to procurement@nationalarchives.gov.uk	Midday, 20 th February 2019
4	Award decision	1 st March 2019
5	End of Standstill Period	11 th March 2019
6	Contract Commencement	by end March 2019

7. EVALUATION CRITERIA

Tender submissions will be evaluated using the following criteria:

Quality 60%
Price 40%

8. 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 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.

The National Archives reserves the right not to appoint for this requirement and to achieve the outcomes of the project through other methods.