

THE NATIONAL ARCHIVES
UK GOVERNMENT WEB ARCHIVE (UKGWA) SERVICE CONTRACT
COMPETITIVE PROCEDURE WITH NEGOTIATION

CLOSING DATE FOR STAGE 1 TENDER RESPONSES – MIDDAY, MAY 23RD, 2016

CLOSING DATE FOR STAGE 2 TENDER RESPONSES – MIDDAY, JULY 29TH, 2016

1. OBJECTIVE

- 1.1 The objective of this Procurement Process is to source a Supplier to develop and manage the UK Government Web Archive (**UKGWA**) Service on behalf of The National Archives (**TNA**).
- 1.2 TNA intends to award a Contract for an initial period of four years, with options to extend for two further periods of up to twelve months each (4+1+1).

2. BACKGROUND

- 2.1 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 The UK government's use of the web to engage with the public and to disseminate information has expanded at an enormous rate in the last decade. It is now probably the most common medium through which the citizen interacts with the state. By archiving government websites, TNA ensures that, through the UKGWA, a vital part of the open digital record is captured and preserved. By doing this, the UKGWA has become a core Service in addressing the challenges posed by the increasing number of digital records.
- 2.3 The UKGWA captures the record itself, the provenance of the record, the original context in which it was published and, to the best of its ability, replays the record through the original playback mechanism associated with it.
- 2.4 The National Archives is committed to developing the Service to meet the needs of our varied user base, which includes the public, other government departments, academics and members of professions such as lawyers, doctors and teachers. For this reason, The National Archives and its users must be confident in the UKGWA as a source. It must contain authoritative government information, which replicates how it looked when it was published. The action of archiving each resource means that the code and metadata of the original digital record is preserved alongside it.
- 2.5 Unlike many web archives, the UKGWA provides persistent and open public web access to its contents. The growth and heavy use of the UKGWA highlights many of the challenges that emerge when archiving digital material at scale, including

maintaining quality and appropriate access, and working with ever-changing technologies. The quality of the UKGWA has been maintained at a very high level. This must continue, and be improved on, to ensure the Service remains a reliable and relevant source of information for its users.

- 2.6 The UKGWA was launched in 2003. We originally harvested around 50 selected government websites through a contract with the Internet Archive (IA). At the same time we gained access to IA's back catalogue, meaning that users can find some websites captured between 1996 and 2002 in the UKGWA. The National Archives co-founded the UK Web Archiving Consortium (UKWAC), which, between 2004 and 2009, worked to develop a common shared infrastructure for selective website archiving. Websites crawled through our collaborations with IA and UKWAC form part of our collection.
- 2.7 Since 2005, the crawling, technical support and hosting operations for the UKGWA have been carried out under contract with the Internet Memory Foundation, formerly known as the European Archive.
- 2.8 We broadened the scope of the UKGWA when we began archiving websites due to close under the government's 'website review' programme. Launched in January 2007 as 'website rationalisation', the programme aimed to reduce the number of government websites in order to provide the public and other specialist audiences with clearer and simpler services, in particular through the supersites Directgov, NHS Choices and Business Link. Web archiving was a key factor in this process because, as not all content could be migrated to the supersites, it was at a very high risk of being lost.
- 2.9 At the height of this activity, we were regularly crawling around 1,500 websites, 3 times per year. This amounted to more than 200 websites crawled per month. More recently, in a similar effort, we supported the creation of the 'single government domain', GOV.UK, by archiving websites so that users could be appropriately redirected to the UKGWA for older content.
- 2.10 In addition to the period of transition to supersites, government departments have continued to refresh, rewrite and retire content that may no longer be current or relevant. The UKGWA's programme of regular crawling gives assurance to government and users of government on the web by preventing the loss of government information on the web.
- 2.11 'Web continuity' means not getting a 'page not found' error message when you click on a web link on a government website, even if the information linked to has been removed, or moved. It also became the name of the initiative TNA undertook to support the eradication of broken links on central government websites. We provide an underlying capability to serve links through two different access routes, with different behaviours, which allows government departments to control access to their content by installing redirect rules to send users to the UKGWA if the information they are seeking has moved, or has been removed, from its original location.

- 2.12 Archiving websites means that government information can be made available for appropriate reuse in the future. With this comes the responsibility to appropriately mark archived web content as such, which we achieve through modifying the presentation versions of UKGWA content.
- 2.13 The web, as an inter-connected system, does not generally respect geographical or jurisdictional boundaries, while the space in which TNA operates must do so. This means that we must only capture and present government content, and that this content must be suitable for the public domain. In order to fulfil our responsibilities as data controllers, we operate a notice and takedown policy, through which we restrict the capture of material from non-government websites, while at the same time using powerful and flexible collection management tools to maintain appropriate and legal access to content already in the UKGWA.
- 2.14 The nature of the content captured in the UKGWA has had to evolve so that the Service develops in line with changes to the web itself. This includes conventional websites crawled using traditional crawlers, alongside media content and content which requires different capture and replay methods. For example, for social media, we use service APIs in conjunction with web crawlers. Government's need to reach its audience means that it necessarily has to employ web technologies that engage users. These are traditionally the more difficult resources to archive and the UKGWA must rise to this challenge to remain relevant to our present and future users.
- 2.15 Even though the well-known search engines can index, and have indexed, portions of UKGWA content, we know that it is very incomplete. The UKGWA therefore needs its own search service. Since its initial development in 2009, our search has been serving thousands of users per month. As the size and complexity of the UKGWA has grown, so have the expectations of our users who demand a reliable, comprehensive and intuitive search service. We must be able to deliver this and realise the potential of the UKGWA as a resource.
- 2.16 In the 13 years since it was founded, the UKGWA has grown to over 100TB in size, consisting of about 4 billion objects. It has a large and varied user base accounting for approximately 1.5 million visits per month.
- 2.17 User needs analysis has shown that, while the UKGWA is heavily used and well thought of, the Service must develop in a number of respects to remain fit for purpose. It is essential that UKGWA can adapt to capture the varied government record, while at the same time provide innovative and efficient tools to interrogate and reuse the collection. This means that the Service must give access to each resource at the individual level, but also provide access to the data in aggregate, opening new use case opportunities for the resource.
- 2.18 At the heart of the Service is the need to provide continued access to our existing collection, while at the same time providing excellent capture and replay solutions that can cope with changing web technologies. It is recognised that this is an enormous challenge and so, in order to address its challenges, potential suppliers must be able to innovate as well as exploit developments in the field of web archiving.

3. PROCUREMENT PROCESS

- 3.1 The Procurement Process for the UKGWA Service Contract will be split into two Stages, described in this document as '**Stage 1**' and '**Stage 2**'.
- 3.2 Stage 1 of the Procurement Process is about understanding and evaluating Potential Suppliers' capability to deliver the UKGWA Service Contract – at an initial level. At Stage 1, we will be evaluating Tender Responses on the basis of quality criteria only.
- 3.3 At the end of Stage 1, each Potential Supplier's Stage 1 Tender Response will be evaluated by TNA and only those Potential Suppliers who have met TNA's minimum requirements - specified in **Appendix D** of this document - will be considered for participation in Stage 2 of the Procurement Process. If you have been successful, we will provide you with feedback on your Stage 1 Tender Response to help you to prepare for Stage 2 of the Procurement Process. If you have not been successful, we will provide you with feedback on the reasons why.
- 3.4 Stage 2 of the Procurement Process is about understanding and evaluating short-listed Potential Suppliers' capability to deliver the UKGWA Service Contract – at a more detailed level.
- 3.5 During Stage 2, short-listed Potential Suppliers will have opportunities to have one-to-one meetings with TNA to test ideas, to negotiate, and to fine tune their proposals. At the end of Stage 2, short-listed Potential Suppliers will be invited to re-submit their final Tender Responses. TNA will evaluate those Tender Responses on the basis of both quality and cost criteria.

4. PROCUREMENT TIMETABLE

STAGE 1		
Ref.	Description	Date
1	Notice is published in OJEU and on the Contracts Finder website	April 1 st , 2016
2	Deadline for Potential Suppliers to submit an Expression of Interest to procurement@nationalarchives.gov.uk	Midday, May 2 nd , 2016
3	Deadline for Potential Suppliers to submit clarification questions to procurement@nationalarchives.gov.uk	Midday, May 6 th , 2016
4	Deadline for TNA to respond to clarification questions*	May 13 th , 2016
5	Deadline for Potential Suppliers to submit their Stage 1 Tender Responses to procurement@nationalarchives.gov.uk	Midday, May 23 rd , 2016
6	Deadline for TNA to evaluate Stage 1 Tender Responses and to short-list Potential Suppliers for Stage 2 of the Procurement Process	May 26 th , 2016
7	Deadline for TNA to provide feedback to unsuccessful Potential Suppliers	June 1 st , 2016
8	Deadline for TNA to provide feedback to short-listed Potential Suppliers	June 1 st , 2016

**Any clarification question that TNA deems to be relevant to more than one Potential Supplier will be shared with all Potential Suppliers participating in Stage 1 of the Procurement Process*

STAGE 2		
Ref.	Description	Date
9	TNA to submit Stage 2 Documentation to short-listed Potential Suppliers	June 3 rd , 2016
10	Deadline for short-listed Potential Suppliers to submit clarification questions to procurement@nationalarchives.gov.uk	Midday, June 10 th , 2016
11	Deadline for TNA to respond to clarification questions**	June 17 th , 2016
12	Time-Boxes for short-listed Potential Suppliers to meet with TNA to test ideas, to negotiate, and to fine tune their proposals	w/c July 11 th , 2016 and w/c July 18 th , 2016
13	Deadline for short-listed Potential Suppliers to submit their Stage 2 Tender Responses to procurement@nationalarchives.gsi.gov.uk	Midday, July 29 th , 2016
14	Deadline for TNA to evaluate Stage 2 Responses and identify preferred Potential Supplier	August 5 th , 2016
15	End of standstill period	August 16 th , 2016
16	Contract award	August 17 th , 2016
17	Timebox for transition activities	August 18 th , 2016 to December 31 st , 2016
18	Deadline to for TNA to provide feedback to unsuccessful short-listed Potential Suppliers	August 31 st , 2016
19	Contract signature	September 30 th , 2016
20	Contract and initial Service commencement date	November 1 st , 2016

***Any clarification question that TNA deems to be relevant to more than one Potential Supplier will be shared with all Potential Suppliers participating in Stage 1 of the Procurement Process*

5. HOW TO RESPOND

- 5.1 If you plan to submit a Stage 1 Tender Response, please sign the confidentiality agreement attached to this document as **Appendix A** and return it as soon as possible to procurement@nationalarchives.gsi.gov.uk. This will allow TNA to share with you further information about the UKGWA Service which may help you in preparing your Response.
- 5.2 If you have any clarification questions related to your Stage 1 Tender Response, please submit these to procurement@nationalarchives.gsi.gov.uk by midday (UK time) on Friday, May 6th.

- 5.3 Please submit your Stage 1 Tender Response by midday (UK time) on Monday, May 23rd to procurement@nationalarchives.gsi.gov.uk, providing the information specified in **Appendix D** to this document.

6. EVALUATION CRITERIA

- 6.1 Responses will be evaluated using the criteria described in **Appendix D** to this document.

7. CONTRACT TERMS AND CONDITIONS

- 7.1 The Contract for the UKGWA Service, and any subsequent Contract variations, will be governed by the Terms and Conditions attached to this document as **Appendix C**. Submission of a Stage 1 and/or Stage 2 Tender Response will be deemed to constitute your acceptance of these Terms and Conditions.
- 7.2 Please note that the information you supply in your Stage 1 and/or Stage 2 Tender Response may be used, in whole or in part, to populate the Contract Schedules. As such, please make clear and unambiguous statements about the commitments you are making.

8. TERMS OF PARTICIPATION

- 8.1 The Terms of Participation attached as **Appendix B** to this document constitute the conditions which will apply to Potential Suppliers' participation in the Procurement Process. Submission of a Stage 1 and/or Stage 2 Tender Response will be deemed to constitute your acceptance of these Terms of Participation.
- 8.2 Submission of a Stage 1 and/or Stage 2 Tender Response will also be deemed to constitute a declaration that you have not been convicted of any of the offences specified in Regulation 57(1) of The Public Contracts Regulations 2015 - http://www.legislation.gov.uk/ukxi/2015/102/pdfs/ukxi_20150102_en.pdf