

CREATION OF E-LEARNING PLATFORM MANAGED SERVICE

**DEADLINE FOR SUBMISSION OF PROPOSALS:
5PM, FRIDAY 25TH JANUARY 2018**

CLARIFICATION QUESTIONS AND RESPONSES

The National Archives has received a number of clarification questions. Those questions and their associated responses are detailed below.

Q1. There is a requirement for an externally validated certification of our security practices – we are working towards our ISO27001 and this will be in place by April 2018. Would you need us to have our own certification before submitting a proposal?

A1: In this case we would still require appropriate external validation of your information security practices. However, we can consider your proposal provided you achieve validation in a reasonable timeframe.

Q2. Your budget is £25K per year, including VAT – is that to include the initial migration and set up?

A2: Yes

Q3. Please can you clarify which of the requirements are required in the initial migration and set up vs things that may be called off at a later date?

A3: As laid out in the ITT, sections 4.2 to 4.9 (inclusive) are all required for initial migration and set up. Likewise, items 1 to 4 (inclusive) on the costings table at 4.13 are core elements of the service. Items 4.10 to 4.12 (inclusive) can be addressed once the managed service is in place. Items 5 to 9 (inclusive) on the costings table at 4.13 do not form part of the core service and may be called off at a later date, when/as required.

Q4. What versions of Moodle are the current sites and has any core Moodle code been customised?

A4: Our Moodle instances are currently running version 3.2.2. No core Moodle code has been customised.

Q5. Do you wish to retain the plugin?

A5: Yes

Q6. If Yes, is it to be retained for Instance 1 only?

A6: Yes

Q7. *The purpose of the plugin.*

A7: Please see https://moodle.org/plugins/mod_facetoface

Q8. *What is the latest Moodle version it is compatible with?*

A8: 3.22

Q9. *Does it require core code changes?*

A9: No

Q10. *Is it a free 3rd party plugin or was it a bespoke development for TNA? Of the latter, please advise the developer.*

A10: Free 3rd party plug in. Please also note it has come to light we have another plugin on Instance 3 which we would also like to keep: https://moodle.org/plugins/block_configurable_reports

Q11. *Do you expect the additional space used by additional module to increase broadly in the same proportions as used for current modules?*

A11: Instances 1 and 2 will increase slightly, whereas Instance 3 will grow and potentially double in size.

Q12. *2,500 users – per instance or for all instances?*

A12: We currently have 2,500 users across all instances

Q13. *What are the expected increases in user numbers?*

A13: Users of our internal modules (Instances 1 and 2) will roughly remain the same or increase slightly by 2020, Note all users of our internal courses access at least 2 modules every year. We anticipate significant growth of the modules developed for external audiences (Instance 3), these users are expected to increase by at least 2000 users per year by 2020.

Q14. *Are you willing to use a different system to meet this requirement?*

A14: We are open to suggestions subject to cost, continuity, and training implications.

Q15. *Please detail your consolidation expectations, not listed under The Requirement.*

A15: Our consolidation expectations are as listed. We wish to explore our options further with the successful supplier and work together to achieve our security and user requirements.

Q16. *How much storage space is used by the current instances?*

A16: Instance 1 – internal facing App: 4GB
Instance 1 – internal facing DB: 225 MB

Instance 2 - Staff Corp App: 1.5 GB
Instance 2 - Staff Corp DB: 155MB

Instance 3 – External Public App: 2.6 GB
Instance 3 – External Public DB: 97 MB

Q17: What are the current database types?

A17: The current database type is MySQL for all instances.

Q18: Where is the site hosted currently?

A18: Instances 1 and 2, the Internal facing instances, are hosted on Windows Server 2012R2 virtual machines on site. Web server is IIS. Databases are hosted on a MySQL failover cluster hosted on Windows 2012R2.

Instance 3, the external facing instance, is load balanced across two Server 2008R2 virtual machines on site. Web server is IIS. Database is hosted on a separate Windows 2008R2 virtual machine hosting MySQL.