



## **THE NATIONAL ARCHIVES**

### **E-LEARNING PLATFORM MANAGED SERVICE**

#### **INVITATION TO TENDER – OPEN COMPETITION**

**DEADLINE FOR TENDER SUBMISSIONS – 5PM (UK TIME), 13 DECEMBER 2021**

#### **1 ABOUT US**

- 1.1 The National Archives is a non-ministerial government department. The Chief Executive of The National Archives is the statutory Keeper of Public Records who reports to the Secretary of State for Digital, Culture, Media and Sport. We incorporate the Office of Public Sector Information and Her Majesty's Stationery Office. We also perform the Historical Manuscripts Commission's functions in relation to private records.
- 1.2 As the government's national archive for England, Wales and the United Kingdom, we hold over 1,000 years of the nation's records for everyone to discover and use and are guardians of some of our most iconic national documents.
- 1.3 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.
- 1.4 We are an accredited archive service and, in 2011, responsibility for archives across England was transferred to The National Archives from the Museums, Libraries and Archives Council (MLA). Our expertise in the effective management, use and re-use of information makes us a valuable resource for government and public sector bodies.

## **2 PURPOSE**

- 2.1 We are seeking to select a supplier to provide a managed service for our Moodle e-Learning platform.
- 2.2 The service is currently hosted at <https://elearning.nationalarchives.gov.uk/>
- 2.3 The managed service comprises hosting and support, as outlined in this brief.
- 2.4 Potential suppliers should note that the maximum available budget for initial setup, hosting and support for the e-learning service is £25,000 exclusive of VAT for the 3-year contract term, 26 February 2022 to 25 February 2025. Training and consultancy may be sourced as required on a call-off basis, in addition to this budget.
- 2.5 The current contract end date is 25 February 2022.

### **3 REQUIREMENTS**

#### **Background**

- 3.1 The National Archives' e-Learning offerings have evolved organically over a number of years in response to the need to provide cost-effective training and development modules for a range of internal and external audiences, and driven by an organisational business priority to develop new audiences and to change the way people think about archives.
- 3.2 We have a number of content creators spread across the organisation, all of whom wish to retain responsibility for their content, and to have more autonomy in creating and publishing their courses to Moodle. We expect a third party managed hosting service would provide expert hosting, support, consultancy and training for Moodle, as needed, whilst enabling content creators to be in control of course content, publication and administration of their own courses.
- 3.3 Our e-learning modules are created using content creation software (e.g. Articulate or Gomo), and hosted in Moodle. Moodle is the subject of the proposed managed service; the managed service does not extend to providing hosting or support for Articulate or Gomo which The National Archives purchase through separate annual subscription.
- 3.4 However, there may be a requirement for the proposed training for course and content creators to cover some elements of content creation using Gomo or other e-learning tool. This will be explored further with the successful bidder and is not a pre-requisite to submitting a tender response as Gomo or other content creation training can be sourced separately.
- 3.5 We currently have circa 70 e-Learning modules within Moodle, and forecast this will increase to circa 120 by the end of 2024.
- 3.6 Our modules are currently accessed by approximately 4,100 users per year, with access expected to increase to approximately 4,700 by the end

of 2024. These are not unique users as individuals will typically access multiple courses annually.

- 3.7 We expect the Appointed Supplier to advise on options for consolidating these instances of Moodle and to work with us to ensure our content creators have autonomy whilst ensuring a secure environment where our users' data is protected. Separation is needed between the different courses owned by different creators so that creators can only see people registered for their own courses and not those registered for courses created by other people.

### **Technical Requirements**

- 3.8 Suppliers must hold a recognised, externally validated certification of their security practices with the minimum acceptable being Cyber Essentials Plus, or similar. ISO 27001 is desirable only, and the secure environment must be within the scope of this certification. Please submit a copy of your certification with your tender response.
- 3.9 Please describe how your solution meets NCSC's Cloud Security Principles <https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles> - not all of these are necessarily relevant to a given solution, but they should be considered.
- 3.10 You must have a Data Protection policy and Risk Management Policy describing security roles and responsibilities, their risk identification and management methods, and security controls in place to address those risks. These policies must be submitted as part of your bid, along with details of how your proposal demonstrates compliance with current Data Protection Legislation.
- 3.11 We expect the appointed supplier to work with us on the Moodle theme and customising to our brand.
- 3.12 The Moodle environment must be reliable and resilient, with minimal downtime for our users. Proposals should detail how suppliers will

achieve high levels of availability and demonstrate a robust process for managing change, including modifications and major upgrades.

- 3.13 Critical security vulnerabilities found in the Moodle platform must be remedied as soon as possible after a patch has been issued. We would also expect that we are upgraded to the most recent major version of Moodle at least once per year. Please provide a frequency and upgrade schedule for routine patches and define your approach to applying critical patches, including how you would communicate any downtime.

**The current hosted service has the following attributes:**

- 3.14 The service runs Moodle Version 3.7, with an upgrade to Version 3.9 scheduled for January 2021. There are no core hacks or clumsy customisations. Some theme customisations exist in the theme. All plugins are open source and freely available. We currently use the following plugins and would expect an audit of plugins and updates to be provided at the start of the contract:

- Checklist
- Customise Certificate
- Face to Face Booking Module
- GAME - i.e. hangman, word search
- H5P - Activity Builder, e-learning resources
- SAML - Single Sign on Active Directory
- Level up - Points
- Sharing Cart - can share across users
- Auto Enrol Plug in active courses
- Email address

- 3.15 The current service is 500GB.

- 3.16 The current service uses MySQL database.

- 3.17 We currently have a Development site and a Live site. We would expect to continue to have this environment for developing courses and conducting UAT testing ahead of production release.

- 3.18 The incumbent supplier is able to export the Moodle database, plugins and folders so a new provider could install it on their own systems. The Appointed Supplier will need to reconfigure for Single Sign-on (see below).

**The following functionality is built into the current service:**

- 3.19 The current service uses SAML2.0 to assist with implementation of Single Sign On so that internal users can access courses without re-entering their username and password. It is essential for this to continue. The successful bidder will need to reconfigure this service.
- 3.20 For some modules, Moodle records user test scores at the end of the session. Course / content creators need to be able to view and export the scores into MS Excel. In addition for some modules it is mandatory for user test scores to automatically expire annually, allowing the user to retake the module and test, and for Moodle to then record the new test score and date taken.
- 3.21 For some modules, it is mandatory for Moodle to automatically email the user when their last test expired to remind the user to retake the module.

**Additional requirements**

- 3.22 Proposals must address the question of data retrieval – how would we obtain a full copy of the Moodle database and application files from you should it be required?
- 3.23 We expect to enter into a Service Level Agreement with the appointed supplier to manage expectations and to ensure timely support when needed. Please provide your Service Level Agreement with support response times.
- 3.24 Please provide assurance that data will be held on servers located within the UK.

- 3.25 Our current contract ends on 25 February 2022, and we require as seamless a transition as possible to the new contract, minimising downtime.

## **4 ACCESSIBILITY**

- 4.1 We take our commitment to accessibility seriously. As a public sector body we are obliged to comply with the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 and the Equality Act 2010.
- 4.2 To this end, we are asking the following questions of Potential Suppliers, which you should answer in your tender response:
- Are you willing / able to enter into a contractual agreement which holds you accountable for delivering products which comply with the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 and the Equality Act 2010?
  - Do your products meet accessibility requirements e.g. Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 and The Equality Act 2010 as well as Accessibility Standards e.g. the most recent published Web Content Accessibility Guidelines? Please provide evidence and outputs of assurance activities and level of accessibility compliance.
  - Do you have an established process for monitoring the level of accessibility of your product during the development lifecycle? Please provide details of your approach including staffing (noting whether internal or external consultant), tools and technologies and testing methods.
  - Do those working on the product know how to make accessible systems? Provide details of the accessibility qualifications/training/skills of the designers, user researchers, developers, testers etc. and any accessibility specialists working on the product.
- 4.3 When considering your responses to the above questions, please note the following guidance:
- a) Appropriate evidence: You can provide a number of different types of evidence to support a claim that your product is accessible. For the provision of services to deliver a product, similar documentation for other products or services you have delivered can be considered. For example:
- Voluntary Product Accessibility Templates (VPAT) with additional

guidance on:

- Workarounds;
- how non-compliant elements will become compliant;
- how any customisation of the system might impact on accessibility, for example if the product includes a Content Management System (CMS) does this allow for accessible content authoring.

- An accessibility statement aligned to the requirements of the Public Sector Bodies Accessibility Regulations that includes information about non-compliant elements, workaround and plans for the future.
- Testing documentation (sometimes called an audit) from an internal or external accessibility specialist aligned to an international standard EN 301 549, or ideally the Web Content Accessibility Guidelines 2.1.
- Outputs from testing and/or research with disabled people.

b) Inappropriate evidence:

- Basic statements of compliance e.g. 'We comply with WCAG 2.0'. There must be substance to the claim through some sort of appropriate evidence
- Entirely automated testing. This has a role to play in checking for accessibility defects, but it cannot be relied on for complete coverage
- Future looking statements on their own e.g. 'We aim to be compliant by June next year'. Whilst the intention is good, without having done some level of testing the vendor won't be able to understand where they have gaps and where they need to put effort.

4.4 User Interfaces must comply with the National Archives' User Interface accessibility standards <http://www.nationalarchives.gov.uk/design-guide/accessibility/wcag-2-0-checklists/> (subject to change, please see below).

4.5 The standards and legislation detailed above are subject to change from time to time, often outside of TNA's control. As such, we expect the

Appointed Supplier to work with us as necessary throughout the contract period to ensure compliance is maintained.

## 5 HOW TO RESPOND

- 5.1 If you have any clarification questions related to your Tender Response, please submit these to [procurement@nationalarchives.gov.uk](mailto:procurement@nationalarchives.gov.uk) by **5pm (UK time) on 2 December 2021**.
- 5.2 Please submit your Tender Response to [procurement@nationalarchives.gov.uk](mailto:procurement@nationalarchives.gov.uk) by **5pm (UK time) on 13 December 2021**.
- 5.2.1 It is for you to determine what format your Tender Response should take so as to describe your offer in a clear, comprehensive fashion. However please ensure your Tender Response includes the following as a minimum:
- 5.2.2 A detailed **description** of your proposed service, and how it meets or exceeds our requirements as specified in Section 3;
- 5.2.3 Details of your relevant **experience**, including references;
- 5.2.4 Your **information security** arrangements and appropriate certification (Section 3.8);
- 5.2.5 Your **data protection and risk management** arrangements, and your current policies (Section 3.10);
- 5.2.6 Your proposed methodology and timescales for managing the **transition** to the new contract, including any risks and mitigations;
- 5.2.7 Tell us how and where the platform will be **hosted** (Section 3.24);
- 5.2.8 Your understanding of, and proposals for adherence to, **accessibility** (Section 4);
- 5.2.9 Your proposed **Service Level Agreement** (SLA) that will apply throughout the contract period;

5.2.10 Any proposals to add value and benefit to TNA throughout the contract period;

5.2.11 Your **contract price** (see subsequent notes), broken down using the table format below:

Item	Activity	Contract price
1	Migration and setup (contract year 1 only)	
2	Annual application support and upgrade (contract year 1)	
3	Annual application support and upgrade (contract year 2)	
4	Annual application support and upgrade (contract year 3)	
5	Hosting (contract year 1 - please provide hosting costs for up to 100 courses, and state in your accompanying response how annual hosting scales depending on numbers)	
6	Hosting (contract year 2 - please provide hosting costs for up to 100 courses, and state in your accompanying response how annual hosting scales depending on numbers)	
7	Hosting (contract year 3 - please provide hosting costs for up to 100 courses, and state in your accompanying response how annual hosting scales depending on numbers)	
8	Costs per user (tell us if any limit is set on user numbers). Please note our current contract is not charged on a per user basis.	
	Note on consultancy rates below – these should be exclusive of VAT but inclusive of travel, subsistence and all other expenses. No commitment is made by TNA to a minimum spend on the items below.	
9	Consultancy a. hourly rate call off service	

	b. day rate call off service	
10	Engineer a. hourly rate call off service b. day rate call off service	
11	Design support for content creators a. hourly rate call off service b. day rate call off service	
12	Training – content and course creator (please provide a day rate for up to 12 attendees, stating if difference in cost for onsite training and virtual training)	
13	Training – system administration (please provide a day rate for up to 12 attendees, stating if difference in cost for onsite training and virtual training)	

Please note your submitted pricing 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 duties and levies payable and (c) confirmation that your contract price includes all such duties and levies (except UK VAT). For the avoidance of doubt, your pricing should reflect the equivalent of Incoterm DDP (Delivery Duty Paid) and therefore the full cost to the customer/TNA.

For evaluation purposes, contract prices will be the sum of lines 1 to 7 in the table above, plus an single day rate for each of lines 9 to 13 to give a grand total. If your pricing model is per-user based (line 8), we will use the pricing methodology you state in your tender response (though we reserve the right to contact you for clarification on this point).

## 6 EVALUATION CRITERIA

6.1 Your Tender Response will be evaluated using the following criteria:

Criteria	Maximum available unweighted score	Weighting	Maximum available weighted score
Information security and data protection (including location of hosting servers)	-	-	Pass/Fail
Accessibility	-	-	Pass/Fail
Other quality criteria	10	X6	60
Price (see below)	10	x4	40

6.2 Price scores will be based on a comparison between each Potential Suppliers' price offer, as calculated above, 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%).

6.3 Quality categories will be evaluated according to the table below:

<b>10 Points</b>	<b>Outstanding:</b> <ul style="list-style-type: none"><li>• Potential Supplier has provided a response that addresses all parts of the requirement</li><li>• Potential Supplier has provided evidence to support all elements of their response</li><li>• The evidence supplied is convincing and highly relevant to the requirement</li><li>• Potential Supplier's response is clear and easy to understand</li></ul>
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	<ul style="list-style-type: none"> <li>Where relevant, Potential Supplier has demonstrated a high level of capability to deliver new and innovative service approaches</li> </ul>
<b>7 Points</b>	<p><b>Good:</b></p> <ul style="list-style-type: none"> <li>Potential Supplier has provided a response that addresses all parts of the requirement</li> <li>Potential Supplier has provided evidence to support most elements of their response</li> <li>The evidence supplied is good and relevant to the requirement</li> <li>Potential Supplier's response is clear and easy to understand</li> <li>Where relevant, Potential Supplier has demonstrated some level of capability to deliver new and innovative service approaches</li> </ul>
<b>4 Points</b>	<p><b>Average:</b></p> <ul style="list-style-type: none"> <li>Potential Supplier has provided a response that addresses some parts of the requirement</li> <li>Potential Supplier has provided evidence to support some elements of their response, but not all</li> <li>The evidence supplied has some limited relevance to the requirement</li> <li>Potential Supplier's response is not always clear and easy to understand</li> <li>Where relevant, Potential Supplier has demonstrated limited capability to deliver new and innovative service approaches</li> </ul>
<b>1 Point</b>	<p><b>Poor:</b></p> <ul style="list-style-type: none"> <li>Potential Supplier has provided a response that fails to address most parts of the requirement</li> <li>Potential Supplier has provided little or no evidence to support most elements of their response</li> <li>The evidence supplied is very weak and has very limited relevance to the requirement</li> <li>Potential Supplier's response is not always clear and easy to understand</li> <li>Where relevant, Potential Supplier has demonstrated little or no capability to deliver new and innovative service approaches</li> </ul>

- 6.4 Once tender responses have been evaluated, we envisage that a maximum of 4 potential suppliers will be shortlisted to present their proposals to us in the week commencing 10th January 2022. Tender responses from those shortlisted suppliers will then be re-evaluated, taking the presentation into account for quality score purposes.

## 7 PROCUREMENT TIMETABLE

7.1 The procurement timetable is as follows:

Ref.	Description	Date
1	Invitation to Tender published	<b>23 November 2021</b>
2	Deadline for Potential Suppliers to submit clarification questions to <a href="mailto:procurement@nationalarchives.gov.uk">procurement@nationalarchives.gov.uk</a> *	<b>5pm (UK time) 2 December 2021</b>
3	Deadline for Potential Suppliers to submit Tender Responses to <a href="mailto:procurement@nationalarchives.gov.uk">procurement@nationalarchives.gov.uk</a>	<b>5pm (UK time) 13 December 2021</b>
4	Identification of shortlisted suppliers	<b>By 20 December 2021</b>
5	Presentations/interviews	<b>Week commencing 10 January 2022</b>
6	Contract award	<b>Week commencing 17 January 2022</b>

\* Any clarification question received that TNA deems to be relevant to more than one Potential Supplier may be shared with all Potential Suppliers.

## **8 CONTRACT TERMS**

- 8.1 The contract will be awarded subject to our standard terms and conditions, which can be found [here](#).
- 8.2 TNA reserves the right not to award and to complete its objectives through other means.

