THE NATIONAL ARCHIVES

DEVELOPMENT OF TRAINING RESOURCES FOR DIGITAL PRESERVATION IN THE ARCHIVE SECTOR: MODULES ON ACCESS TO DIGITAL ARCHIVES

INVITATION TO TENDER – OPEN COMPETITION

DEADLINE FOR TENDER SUBMISSIONS – 5PM (UK TIME), 7 DECEMBER 2022

1   BACKGROUND

1.1   The National Archives (TNA) is the official archive of the UK government and for England and Wales, making available to the public a vast collection of historical records dating back over 1,000 years. TNA is also an Independent Research Organisation (IRO) and research is at the heart of what we do, both to address the challenges and opportunities of digital, but also to research into the intellectual and material content of our historical records in order to enhance access to our collections. More information on TNA can be found at www.nationalarchives.gov.uk.

1.2

1.3   The Archive Sector Development department (ASD) is responsible for leadership of the archive sector in England, comprising over 2500 archives. Our work is framed by the strategic vision, Archives Unlocked. Our approach to the leadership role is a collaborative one, supporting partnership working to encourage a sustainable and innovative archive sector http://www.nationalarchives.gov.uk/archives-sector/projects-and-programmes/strategic-vision-for-archives/

1.4   As part of this leadership role, Archive Sector Development is delivering a multi-year digital capacity building plan for archives in England: Plugged In, Powered Up. This comprises multiple strands of training, advocacy and resources to create step-change in the archive sector's capacity to manage records created and preserved in digital formats: https://www.nationalarchives.gov.uk/archives-sector/projects-and-programmes/plugged-in-powered-up/.

2   THE PROJECT

2.1   The National Archives and the Digital Preservation Coalition created an online learning resource, 'Novice to Know-How' (https://www.dpconline.org/digipres/train-your-staff/n2kh-online-training) to guide novice learners in delivering digital preservation and access for archives, funded by The National Archives as part of the 'Plugged In, Powered Up' strategy. The existing 'Novice to Know-How' resources cover a wide introductory range of digital preservation and access activity, but as generic learning covering key principles and tools which apply across many file types. The National Archives is now seeking a contractor to develop and write content addressing the range of activities necessary for the successful preservation of and access to email, one of the commonest types of digital record generated, but one which requires specific preservation and access strategies beyond the introductory Novice to Know-How courses.

2.2   We are seeking a supplier to deliver the following:

- **Draft training modules with supporting materials for practitioners to develop practical skills in delivering successful preservation of and access to email, building from a novice level to intermediate level**
  Evidence of sector skills and capacity (JISC/TNA survey 2018 and subsequent sector intelligence) shows that although awareness of the need to preserve and provide access to born-digital materials is high, many practitioners struggle to deliver the preservation of or access to email. This is one of the commonest formats for digital records across both personal and institutional archives, but one which combines multiple areas of complexity, from the volume of material and the widespread inclusion of sensitive personal information amid records of organisational value to institutional policy-making around deletion, and to the maintenance of context and attachments in transferring emails from their original use environment. This is an area where there are limited widely-used tools or standards, and where practice continues to develop. Known issues relevant to successful delivery of email preservation include extraction, transformation, ingest, appraisal and selection, preservation and metadata; for provision of access this includes taking account of sensitivity review and software options for visualising email networks which are no longer within their original account structures. The sector needs practical reference material to understand the available options, to practice using available tools, and to build the confidence and skills necessary to capture and make accessible emails at scale. We anticipate successful learners reaching the "intermediate" level against relevant skill elements identified within the Digital Preservation Coalition's Competency Framework (https://www.dpconline.org/docs/miscellaneous/training/2585-dp-competency-framework/file) as specifically applied to email preservation and access. These are likely to include Workflow Development, Managing Access, Legal and Regulatory Compliance and the Digital Preservation Domain-Specific skill elements at minimum.

- **Create a logical flow of training and supporting materials, designed to improve skills and highlight a range of viable approaches.**
  Ensure that there is a skills-building approach so that practitioners can easily understand their increasing capacity to capture, preserve and provide access to digital records. Although skills development is the key goal, the learning should also explicitly

build practitioner confidence. It should present email preservation and access as a strategy with options and an institutional context, not simply as a system, and emphasise that any systems which are in use must be managed and connected to other elements of digital records preservation and access, and to appropriate IT support. In designing the modules, it would be useful for practitioners to be able to drop-in on support for understanding specific tools, as well as following the full learning experience.

- **Offer a range of learning experiences, probably including practical exercises with a provided corpus of email material, video/audio tutorials, quick reference checklists and tips.**
  The experience of providing guidance to the archives sector in this area shows that flat text reference materials are well provided, and under-used, while the interactive Novice to Know-How pathway has been highly successful. Novice to Know-How email preservation and access modules should therefore aim to provide an interactive learning offer, with a range of ways to learn. Users should have opportunities to validate their learning, perhaps through activities, quizzes or other ways to demonstrate visually that they have progressed. It would be particularly valuable for learners to be guided through practical sandbox exercises with a corpus of emails to allow successful tool use to be practiced and confirmed.

- **Engage with related work-streams and projects in the Digital Capacity Building Programme to present a coherent approach.**
  These work-streams and projects are specified in 'Use of the work' (section 2.4).

2.3 **Learning objectives:** email preservation and access is a core element of successfully managing modern archives. Participants who take the Novice to Know-How Email preservation and access modules will:

- Understand the core principles and strategies for selecting, capturing and preserving emails and how these can be practically applied across personal and institutional creators
- Understand the range of management options and tools currently available for email preservation
- Understand the issues involved in accessing email and the strategies and tools which can support delivering this securely and to meet a range of user needs
- Be able to work through a process from extracting, transferring and ingesting emails, through preservation actions and towards delivering effective access
- Understand issues of privacy and sensitivity in email corpuses and how these may be mitigated
- Have hands-on experience of and confidence in using relevant strategies and tools, which address the issues above
- Be able to apply the knowledge gained practically in their own place of work

2.4 **Use of the work:** The Novice to Know-How email preservation and access modules will be an online resource promoted across the archives sector in England. As one of several work-streams in the Digital Capacity Building Programme they will:

- Take account of any relevant content in the Workflows stream, which has provided a workflow for preservation of and access to digital archives and identifies a range of

relevant tools: https://www.nationalarchives.gov.uk/archives-sector/projects-and-programmes/plugged-in-powered-up/digital-preservation-workflows/.

- Dovetail with and provide a comparable learning experience to the existing Novice to Know-How pathways: https://www.dpconline.org/digipres/train-your-staff/n2kh-online-training. The modules may be ingested into the DPC learning management system as one presentation option for the learning content.
- Be promoted by TNA for wider archives sector skills development – it must be openly accessible for sector benefit and provided in a transferrable online-ready format which complies with SCORM https://scorm.com/.

2.5 The work must be completed by 31 March 2023.

2.6 The maximum available budget for this project is £40,000, excluding VAT but including all other expenses.

3   METHODOLOGY AND DELIVERABLES

3.1   We believe the methodology for delivering this requirement should include gap analysis, module drafting and resource creation, including:

- Background research to identify existing tools and supporting documentation, and to understand how far these meet archive sector workforce needs (including the work of the Email Preservation Task Force, and project developments such as ePADD, RATOM etc)
- Create a set of modules for skills development from novice to intermediate skill status for access to born-digital records and data, with suggested learning content
- Test a small number of learning resources with an appropriate audience such as DALE members to ensure they are at a suitable level to support sector skills.
- Create the full suite of new learning resources on email preservation and access in a style and at a level which directly engages with the needs of the archives sector workforce.
- Provide learning resources in SCORM-compatible format for ingest into a suitable learning management system.

3.2   As the timescale is restricted and as preservation of and access to email is a new and developing area, with relatively few commonly-agreed standards and approaches, we would welcome responses which explicitly engage multiple skillsets and experiences with digital archives to create a quality product within the time available. We also expect responses to include regular consultation with The National Archives around which emerging approaches are most appropriate to reflect in the learning modules as these choices may significantly impact the learning outcomes.

3.3   The Digital Archives Learning Exchange (DALE) can provide a forum for some of the sector capacity understanding, and act as a sounding board to ensure the final product delivers something tangible for the sector. The National Archives lead can put the appointed supplier in touch with relevant contacts.

3.4   The outcomes to be delivered by this requirement are to encompass providing access to born-digital archives as a practical, implemented skillset:

- Training and supporting materials which cover implementing the range of core activities for email preservation and access from creation/capture through to making emails accessible appropriately, the strategy options which guide this, and tools which are available for delivering this successfully.
- A wider sense of how these practical activities fit into institutional implementation, such as connecting to digital preservation activities, institutional policies on access and handbooks, may be woven in and learners may be directed to resources on these areas. There may also be references to the wider standards landscape to help learners to understand how their activity supports overall institutional progress. These elements should be presented as contextual, rather than the core aspects of Novice to Know-How email preservation and access learning.
- The work may also air the question of how much of this activity sits with archivists and how much can/should become part of ICT delivery. This will vary by organisation and

level of support, but could usefully build archives' confidence in what they can seek external support with.

- Supporting materials will include some newly-created content, but should also incorporate existing resources where these already provide practical learning which meets sector needs.

5   HOW TO RESPOND

5.1   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 addresses **as a minimum**:

5.1.1   Your **experience** in meeting similar requirements, particularly in the archive or heritage sector(s);

5.1.2   The **named individuals** you will assign to this project, with their CVs and/or work histories;

5.1.3   Your proposed **methodology** and **timeline** for delivering against the requirements;

5.1.4   Your **total contract price**, which must be inclusive of all travel 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.

5.2   If you have any clarification questions related to your Tender Response, please submit these to procurement@nationalarchives.gov.uk by **12 noon (UK time) on 25 November 2022.**

5.3   Please submit your Tender Response to procurement@nationalarchives.gov.uk by **5pm (UK time) on 7 December 2022**.

6   EVALUATION CRITERIA

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

Category	Maximum pre-weighted score	Weighting	Maximum weighted score
Quality (Sections 5.1.1 to 5.1.3 of your Tender Response)	10	8	80
Price	10	2	20

6.2   TNA will shortlist a maximum of 3 Potential Suppliers to be invited for interview. After those interviews, those invited Potential Suppliers will then be re-scored, as above, but taking the interview into account as part of the overall Quality category.

6.3   Price scores will be evaluated as follows:
The bidder submitting the lowest compliant price will be awarded the maximum of 10 (unweighted) points. All other bidders will be awarded a (unweighted) points score by applying the following formula:
((lowest submitted price/bidder's submitted price)*10)

To illustrate this via a worked example:

Bidder 1 submits a price of £10,000
Bidder 2 submits a price of £17,000
Bidder 3 submits a price of £31,000
Bidder 1 is awarded 10 (unweighted) points –((10,000/10,000)*10) = 10
Bidder 2 is awarded 5.88 (unweighted) points –((10,000/17,000)*10) = 5.88
Bidder 3 is awarded 3.23 (unweighted) points –((10,000/31,000)*10) = 3.23

6.4   The Quality category will be evaluated according to the table below:

10 Points	Outstanding: • Potential Supplier has provided a response that addresses all parts of the requirement • Potential Supplier has provided evidence to support all elements of their response • The evidence supplied is convincing and highly relevant to the requirement • Potential Supplier's response is clear and easy to understand • Where relevant, Potential Supplier has demonstrated a high level of capability to deliver new and innovative service approaches which add significant value to the project.
7 Points	Good: • Potential Supplier has provided a response that addresses all parts of the requirement

	• Potential Supplier has provided evidence to support most elements of their response • The evidence supplied is good and relevant to the requirement • Potential Supplier's response is clear and easy to understand • Where relevant, Potential Supplier has demonstrated some level of capability to deliver new and innovative service approaches which may add some value to the project
4 Points	Average: • Potential Supplier has provided a response that addresses some parts of the requirement • Potential Supplier has provided evidence to support some elements of their response, but not all • The evidence supplied has some limited relevance to the requirement • Potential Supplier's response is not always clear and easy to understand • Where relevant, Potential Supplier has demonstrated limited capability to deliver new and innovative service approaches, and/or has failed to demonstrate any value added to the project.
1 Point	Poor: • Potential Supplier has provided a response that fails to address most parts of the requirement • Potential Supplier has provided little or no evidence to support most elements of their response • The evidence supplied is very weak and has very limited relevance to the requirement • Potential Supplier's response is not always clear and easy to understand • Where relevant, Potential Supplier has demonstrated little or no capability to deliver new and innovative service approaches, and/or has failed to demonstrate any value added to the project.

7 PROCUREMENT TIMETABLE

7.1 The procurement timetable is as follows:

Ref.	Description	Date
1	Deadline for Potential Suppliers to submit clarification questions to procurement@nationalarchives.gov.uk *	12 noon 25 November 2022
2	Deadline for Potential Suppliers to submit Tender Responses to procurement@nationalarchives.gov.uk	5pm 7 December 2022
3	Timebox for interviews (if required)	13-14 December 2022
6	Contract award	16 December 2022
7	Project completion	31 March 2023

* 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.