

**INVITATION TO TENDER**  
**E-LEARNING PLATFORM MANAGED SERVICE**

CLOSING DATE FOR TENDER RESPONSES

5pm 25<sup>th</sup> January 2018

## **1. ABOUT US**

- 1.1 The National Archives (TNA) is a non-ministerial government department. The Chief Executive of TNA 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 TNA 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. BACKGROUND TO REQUIREMENT**

- 2.1 TNA is seeking to select a supplier through a competitive tender exercise to provide a managed service for our Moodle e-Learning platform.
- 2.2 Potential suppliers should note that the maximum available budget for this service is £25,000 per annum, inclusive of VAT and all travel and subsistence costs. The contract will be let for 3 years.
- 2.3 TNA 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.
- 2.4 E-learning modules are created using content creation software (e.g. Articulate or Gomo), and hosted in Moodle.
- 2.5 We have 3 instances of Moodle:  
Instance 1 – internal facing, used by TNA staff for records knowledge training and career progression modules. This instance contains a plug-in.  
Instance 2 – internal facing, used by TNA staff to complete information security training and other employee training modules.  
Instance 3 – external facing, mainly destined for external users and covering a range of topics. This instance currently has a manual setup and an extra layer of administration.
- 2.6 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.
- 2.7 We currently have circa 45 e-Learning modules within Moodle, and forecast this will increase to circa 90 by the end of 2020.
- 2.8 Our modules are currently accessed by approximately 2500 users per year, and expect to significantly increase (by several thousand) the number of users by the end of 2020.

- 2.9 We currently have a Test and a Production environment for each of our Moodle sites. We would expect to have a test equivalent for developing courses and conducting UAT testing ahead of production release.
- 2.10 At least one of the internal Moodle instances creates user accounts from users' TNA addresses and passwords as it is linked to TNA's Active Directory service. It is desirable for this to continue. However we will explore this point further with the successful bidder as it may not be possible to implement at this time whilst meeting our security requirements
- 2.11 For some modules, it is desirable, but not 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. It is desirable, but not mandatory, for Moodle to automatically email the user when their last test expired to remind the user to retake the module.
- 2.12 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.

### **3. THE REQUIREMENT**

- 3.1 The requirement is for a managed service which will comprise hosting, support, consultancy and training services.
- 3.2 The managed service must provide 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 The managed service must include upgrades to the most recent major version of Moodle at least once per year.
- 3.4 The managed service must have a test environment and a production environment for developing courses and conducting UAT testing ahead of production release (see Section 2.9 above).
- 3.5 It is desirable for the managed service to allow for user test scores to expire annually (see Section 2.11 above).
- 3.6 The managed service must include a Service Level Agreement to manage expectations and to ensure timely support when needed.
- 3.7 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.
- 3.8 The managed service must be secure.

## 4. HOW TO RESPOND

- 4.1 It is for you to determine what format your Proposal should take. However, please ensure that within your Proposal you address as a minimum the following.
- Proposed methodology, programme and timescales
  - Details of relevant experience, including references
  - Overall costs including a breakdown itemised in the table provided below
- 4.2 Tell us how you would advise on options for consolidating these instances of Moodle and work with us to ensure our content creators have autonomy whilst ensuring a secure environment where our users' data is protected.
- 4.3 Tell us how you will ensure separation between different courses (see Section 2.11)
- 4.4 Tell us how your solution meets NCSC's Cloud Security Principles <https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles> - we are aware that not all of these are necessarily relevant to a given solution, but they should be considered as part of best practice in your response.
- 4.5 You must hold a recognised, externally validated certification of your security practices such as ISO 27001, Cyber Essentials Plus, or similar, and confirm that the secure environment will be within the scope of this certification. A copy of the certificate must be enclosed with your submission.
- 4.6 Tell us what Risks you believe exist that could impact on your ability to deliver the proposed solutions in time, within budget and to a high quality, and what mitigating actions you will put in place to manage them.
- 4.7 Tell us how you will work with us on the Moodle theme and customise it to our brand.
- 4.8 Tell us how you will ensure that the Moodle environment is reliable and resilient, with minimal downtime for our users. Your proposal should detail how you will achieve high levels of availability and you must demonstrate a robust process for managing change, including modifications and major upgrades.
- 4.9 Tell us how critical security vulnerabilities found in the Moodle platform will be remedied as soon as possible after a patch has been issued.
- 4.10 The National Archives has decided to federate its Active Directory services in the near future. We would expect to implement this, should Moodle have the capability to use whichever standard we choose, most likely using SAML. Tell

us how you would assist with implementation of Single Sign On as appropriate, as part of the standard call off service. This facilitates the use of our courses by external users who have credentials stored in the Moodle database, and internal staff who could then use their corporate domain credentials.

- 4.11 Tell us how we would be able to export the scores into MS Excel for some modules, where Moodle records user test scores at the end of the session so that Course / content creators are able to view them.
- 4.12 Tell us how you would address the question of data retrieval – how would we obtain a full copy of the Moodle database and application files from the supplier should it be required?
- 4.13 Please complete this table with your proposed costs per item and include with your tender response:

Item	Activity	Proposed cost
1	Advise TNA on options for consolidating Moodle instances and configuration, subject to TNA's security requirements	
2	Migration and setup (year 1 only)	
3	Annual application support and upgrade	
4	Annual hosting  (please provide hosting costs for up to 50 modules in year 1, and state in your accompanying response how annual hosting scales depending on numbers)	
5	Consultancy  (day rate call off service, please x 5 days for illustrative purposes)	
6	Engineer  (day rate call off service, please x 2 days for illustrative purposes)	
7	Design support for content creators  (hourly rate call off service, please x 50 hours for illustrative purposes)	

8	Training – content and course creator  (please provide a day rate for up to 10 attendees)	
9	Training – system administration  (please provide a day rate for up to 10 attendees)	
	Plus 20% VAT	
	<b>TOTAL</b>	

Please submit your response to [procurement@nationalarchives.gsi.gov.uk](mailto:procurement@nationalarchives.gsi.gov.uk) by **5pm 25<sup>th</sup> January 2018** specifying your proposed solution, pricing and delivery timetable for the service. Your response should be supported by evidence of your expertise and relevant experience in this area.

If you have any clarification questions before the submission deadline, please send these to [procurement@nationalarchives.gsi.gov.uk](mailto:procurement@nationalarchives.gsi.gov.uk) by **5pm 15<sup>th</sup> of January 2018**.



## 5. EVALUATION

Written submissions will be evaluated as follows:

Quality of response 70%

Cost 30%

The **quality** elements of your submission will be scored according to the criteria in the table below.

<b>Quality Evaluation Criteria</b>
<b>10 Points - Outstanding</b>
<ul style="list-style-type: none"> <li>• Supplier has provided a response that addresses all parts of the requirement</li> <li>• Supplier has provided evidence to support all elements of their response. The evidence supplied is convincing and highly relevant to The National Archives' requirement</li> <li>• Supplier's response is clear and easy to understand</li> </ul>
<b>7 Points – Very Good</b>
<ul style="list-style-type: none"> <li>• Supplier has provided a response that addresses all parts of the requirement</li> <li>• Supplier has provided evidence to support most parts of their response. The evidence that is supplied is good and relevant to The National Archives' requirement</li> <li>• Supplier's response is clear and easy to understand</li> </ul>
<b>5 Points – Average</b>
<ul style="list-style-type: none"> <li>• Supplier has provided a response that addresses most parts of the requirement</li> <li>• Supplier has evidence to support most parts of their response. The evidence that is supplied has some relevance to The National Archives' requirement</li> <li>• Supplier's response is clear and easy to understand</li> </ul>
<b>3 Points – Below Average</b>
<ul style="list-style-type: none"> <li>• Supplier has provided a response that addresses some parts of the requirement</li> <li>• Supplier has evidence to support some parts of their response but not all. The evidence that is supplied is weak or not always relevant to The National Archives' requirement</li> <li>• Supplier's response is not always clear and easy to understand</li> </ul>
<b>1 Point - Poor</b>
<ul style="list-style-type: none"> <li>• Supplier has provided a response that fails to address most parts of the requirement</li> <li>• Supplier has little or no evidence to support most of their response. The evidence that is supplied is very weak or has little, or no, relevance to The National Archives' requirement</li> <li>• Supplier's response is not always clear and easy to understand</li> </ul>

The **cost** element will be scored as follows: the lowest priced submission will be awarded the maximum score available. All other bids will be awarded the maximum score reduced by the proportion by which they are more expensive.

Based on this evaluation, we will select a maximum of 4 suppliers for interview. Following this interview, submissions will be re-evaluated. The content of the interview will be considered as part of quality of response and re-evaluation will be as follows:

Quality 70%

Cost 30%

## 6. PROCUREMENT TIMETABLE

<b>Date(s)</b>	<b>Description</b>
5 January 2018	ITT published
5pm on 15 January 2018	Deadline for submission of clarification questions
19 January 2018	Client's response to clarification questions
5pm on 25 January 2018	Deadline for submission of responses by suppliers
25 – 29 January 2018	Evaluation of suppliers responses and shortlist of suppliers for interview
w/c 5 February 2018	Presentations by shortlisted suppliers
5 – 12 February 2018	2 <sup>nd</sup> Evaluation of shortlisted suppliers
14 February 2018	Announcement and award of contract

## **7. CONTRACT TERMS**

- 7.1 The contract will be let under our standard [terms and conditions for services](#).
- 7.2 TNA reserves the right not appoint, and to achieve its aims through other means