

Questions and Clarifications

05/09/2025

Please note: Due to the volume of interest in this tender, the submission deadline has been extended to 19/09/2025. An amended project brief has also been issued outlining the revised project timetable.

How many expected users of the system are there?

~5-10 admin / editor users
~100 standard / consumer users
~50 volunteer users
~25 external partners

What is the duration of the tender contract?

The project budget needs to cover implementation and the first year's operation. Ongoing costs must be clearly identified in your proposal and will be a key factor in the board's decision to appoint.

The Museum will be looking for a minimum service operation of 3 years with potential to extend subject to performance and costing.

Current storage requirements are approximately 35TB, what is the expected breakdown between standard and cold storage?

~5TB standard
~30TB cold storage

Can you please detail the exact Systems which the DAMS must be integrated with?

MuseumPlus Collection Management System (from Zetcom) for initial implementation. Additional candidates for future systems integration include Salesforce, Drupal web CMS, Shopify, various REST API supported internal systems.

Is the Costing/Quotation to be sent in a separate custom document or is there an existing template document for this?

No template. Please provide a detailed breakdown of costings for your solution (including on-going costs following implementation).

Could you confirm the number of unique assets (~1 million stated) and their distribution by type (images, video, audio, 3D, documents)?

~950,000 images
~20,000 documents
~10,000 audio files
~30,000 video files

Can you also specify the estimated size of data to be moved to the new DAMS?

~35TB

Do you expect a full migration (all legacy assets) or a phased migration prioritising certain asset categories first?

Collection media assets as a priority (~700,000 assets, 25-30TB)

Are there legacy metadata schemas or scripts we need to preserve, or can we map to a new structure?

The Museum collection media assets are housed within folders, each containing 1000 images, based on the asset's unique identity (set as its file name). For example:

- 0-999
- 1000-1999
- 2000-2999
- 3000-3999
- ▼ 4000-4999
 - 4000.tif
 - 4001.png
 - 4002.jpg
 - ...
- 5000-5999
- ...

NAM would hope to retain the existing folder structure within a new system in some form although this is not essential. Asset identities (i.e. file names) must be retained on ingress to a new system.

No existing scripting should require migration on the condition that new scripts could accommodate our requirements.

What duplicate or obsolete data should be excluded during migration?

All.

Do you want to keep the existing legacy data asset as it is for use for other systems / 3rd Party, or just need access to the migrated data set?

Access is fine, on the condition that the asset is an exact duplicate from the main dataset.

Is the current system on Premises or Cloud?

On premises.

Is [the current system] a System application or a distributed web application?

A folder structure housing asset files stored in local file server. Local services access assets directly from source over HTTP.

How many users should be trained? Is there a need for separate training material for each support group within NAM?

Support documentation for standard users is fine. Documentation and more advanced training for administrators will be required.

We need to know the existing Museum systems and external platforms to test API operations feasibility.

Planned integrations:

- MuseumPlus (Zetcom)

Potential future integrations:

- Salesforce
- Shopify
- Drupal
- FileMaker (Claris)

All the above offer APIs to facilitate data integration.

Do you expect the DAMS to be hosted on-premises (at NAM), cloud-based, or would you like vendors to recommend an approach?

NAM's systems architecture is based on a 'cloud-first' approach, however we are open to recommendations and options.

If cloud, do you have a preferred provider (e.g., Azure, AWS, GCP) aligned with existing NAM infrastructure or government frameworks?

NAM currently utilises AWS, Azure and GCP for various existing services but has no broader alignment with any specific vendor.

What are the expected availability, backup, and Disaster Recovery (DR) requirements?

NAM invites potential vendors to provide details of their proposed availability, backup and DR capabilities. These will be assessed as part of the tender selection process.

Do you have a target for data centre location (e.g., UK-based for GDPR and sovereignty compliance)?

Ideally UK-based. EU also fine. A data sharing agreement will be required between the NAM and the successful tenderer.

Can you confirm the Collection Management System in use today (and whether it supports API/IIIF standards)?

MuseumPlus (Zetcom). (Yes to standards compliance)

Do you need real-time sync between DAMS and CMS/CRM, or will batch updates suffice?

Real-time ideally. Very frequent batch updates may also be acceptable.

Do you require role-based access groups tied to Active Directory/SSO?

Ideally, yes.

Any expectation of public-facing DAM access (for researchers, public APIs, image licensing)?

Ideally, yes.

Do you have a preference for metadata standards (e.g., Dublin Core, IPTC, VRA Core)?

As the system is to be used by a wider user-base, it must support (directly or via mapping) as many standards as is practically possible for broad operational use and future integration and interoperability. These would ideally include:

- VRA Core, Dublin Core, IPTC and LIDO for general use
- CIDOC CRM for semantic mapping
- PREMIS/METS if the proposed system includes digital preservation capabilities

Do you expect to support IIIF (International Image Interoperability Framework) for images and 3D models?

Ideally, yes.

Are there accessibility requirements (WCAG compliance) for end-user interfaces?

Yes. Any end-user interface offered by the proposed system must be WCAG compliant.

Do you have a preferred SLA model (e.g., response time, patch frequency)?

NAM invites potential vendors to provide details of their proposed SLA models. These will be assessed as part of the tender selection process.

Should ongoing support be remote-only, or will on-site support be required at times?

Ideally remote-only with an option of on-site support if required.

Please clarify “Concept systems architectural design”.

A high-level blueprint description (written or diagrammatic) illustrating, at a conceptual level, how the system will be structured and how its main parts interact. It should include:

- Major components or subsystems (including their roles and functions)
- Major interfaces between these components
- Key integrations with external systems
- Critical internal and external data flows within the system

... and anything else that helps the board understand the proposed system.

Can you provide more details on the ‘buckets’.

The ‘buckets’ are currently disparate folder structures from across the Museum’s file storage containing assets for a particular purpose / user group.

Can you provide a list of the file formats for which you require support?

All common media asset file types. NAM invites potential vendors to provide details of their supported formats. These will be assessed as part of the tender selection process.

Could you please confirm if there is expected growth to the collection and storage requirement over the next 3 years.

Yes – the Museum continues to produce new digital assets through collection management workflows, digitisation projects, and other Museum activities. Monthly production of assets (outside of digitisation projects) ranges between 250 – 100 on average.

Does the board's assessment of the proposed methodology include the requirements specified in the tender?

Yes.

Regarding requirement MET-001, can you provide more details on what is meant by 'flexible types' and 'validation rules'.

'Flexible types' refers to adding custom metadata fields of various data types – e.g. text, date, number, dropdown, Boolean, multiple selection, etc.

'Validation rules' refers to constraints placed on data entered into these fields – e.g. maximum length, date formats, set value selection, etc.

Regarding requirement MET-011, can you provide more details on 'deeply structured' metadata fields.

This refers to the ability to define metadata fields that, for example:

- Contain subfields
- Allow repeatable data (lists or arrays)
- Can represent hierarchies
- Group related metadata fields into blocks

Regarding requirement MET-013, can you confirm this requirement relates to externally sourced media that you wish to track usage and ownership rights for?

Yes.

Regarding requirement MED-004, can you provide an example of where this might be used?

Updating the Collection Management System (MuseumPlus) when a metadata update takes place. This could be facilitated via a webhook initiated update.

Regarding requirement MED-014, some of the examples provided are browser plugins. Are you wanting support for Adobe, Canva and CMS integration or just the plugins?

NAM invites potential vendors to provide details of any existing integrations with common third-party systems. These will be assessed as part of the tender selection process.

Regarding requirement MED-015, please can you provide more information on what you mean by "on-the-fly via URL parameters"

Media variants (e.g. resized images) are dynamically generated when accessed using URL query parameters, without needing to store each version separately.

Could you confirm whether you already have a standard set of terms you want the successful bidder to adhere to, or whether you are open to adopting a supplier's terms.

NAM has an existing standard contract but would work with the successful provider in establishing an agreed set of terms.