



## THE NATIONAL ARCHIVES

### MONGODB SERVICE AND SUPPORT

### INVITATION TO TENDER – GCLOUD 10

**DEADLINE FOR TENDER SUBMISSIONS - 5PM (UK TIME), 24 AUGUST 2018**

#### **1 ABOUT US**

- 1.1 The National Archives (TNA) is the official archive and publisher for the UK government, and for England and Wales, holding official records containing 1,000 years of history. Our 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. We are a non-ministerial department and our parent department is the Department for Culture, Media and Sport. More information on TNA can be found at [www.nationalarchives.gov.uk](http://www.nationalarchives.gov.uk). [Archives Inspire](#) sets out our plans for the next few years.

## 2 THE REQUIREMENT

2.1 The purpose of this Procurement Process is to select a Supplier to provide the services outlined below.

	Must have Should have Could Have
<b>Hosting</b>	
AWS hosted with availability in eu-west-1 and eu-west-2	M
Support for other cloud vendors (to avoid Cloud Vendor lock-in)	S
Support for VPC Peering to allow us to make back-end connections to the DB servers without sending traffic over the Internet	M
Multi-Availability Zone Hosted	M
Three Data Nodes per ReplicaSet	M
Option of two data nodes (across AZs) and an arbiter	S
Single endpoint for reference by Application Code	M
Choice of underlying resource configurations (processor/memory/disk)	M
<b>Management</b>	
Published update schedule with automated zero-downtime upgrades initiated by an administrator	M
MongoDB Major Version Upgrades available within two weeks of launch	M
MongoDB Minor Version Upgrades available within one week of launch	M
MongoDB Critical Security Patches available within 24 hours of release	M
On demand and scheduled Snapshot backups with point in time recovery	M
UI to set up and manage clusters via Administrator self-service	M
Transparent automated migration to larger/smaller instance types	M
<b>Migration and Integration Services</b>	
Support for MongoMirror for duplication	M
<b>Administration and Monitoring</b>	
Monitoring tools for monitoring DB/Server performance	M
Alerting of events that require administrative attention	M
<b>Availability</b>	
30m response SLA for critical events	M
2h response SLA for major events	M
99.95% Availability SLA	M
<b>Support</b>	
8x7 Support for the Platform	C
2 hr response	M
Per-incident based support	C
<b>Security</b>	
Ability to restrict access by IP address	M
Encryption of data in transit	M
Support for MongoDB Authentication	M
Multi Factor Authentication Support	M

### 2.2 Additional Features

TNA requires support **as a minimum** between the hours of 09:00 to 17:00 (UK time), Monday to Friday.

### 2.3 Additional information on backups

We do not require continuous backups. Currently we perform a nightly MongoDB and store two copies (the current and the previous night) of that on disk; we also backup those disk backups to tape and store them for a week. This is sufficient for our current business needs.

Given how rarely our data is updated, and how little of it changes, please submit your recommendations for the best value backup strategy that:

- allows us to restore from a snapshot/backup that is at most 24 hours old;
- provides additional point in time snapshots so that we can restore from (for example) two nights ago; and
- ideally, maintains weekly snapshots going back 2 weeks or more.

2.4 The requirement is for the period 1 September 2018 to 31 March 2019 (7 months), with optional extension periods to 31 August 2019 (an additional 5 months), and to 31 August 2020 (an additional 12 months thereafter).

2.5 You must be certified compliant with ISO27001, and/or Cyber Essentials Plus, or similar.

### 3 HOW TO RESPOND

- 3.1 If you have any clarification questions related to this requirement, please submit these to [procurement@nationalarchives.gov.uk](mailto:procurement@nationalarchives.gov.uk) by 12 noon, Thursday 16 August 2018.
- 3.2 Please submit your response to this requirement to [procurement@nationalarchives.gov.uk](mailto:procurement@nationalarchives.gov.uk) by 5pm, Monday 20 August 2018.
- 3.3 Your response should comprise the following:
- 3.3.1 **Confirmation** that your solution is able to meet all the requirements as detailed in the table in Section 2.1.
- 3.3.2 Your support **Service Level Agreement (SLA)** that will apply throughout the contract period.
- 3.3.3 Your proposal for a **backup solution** to meet the requirements of Section 2.3.
- 3.3.4 The **resources you intend** to commit to fulfil the contract, as well as any resources **you require TNA** to commit.
- 3.3.5 Your **contract price**, for the periods described in Section 2.4. This must be fully inclusive of (inter alia) all licensing, travel, expenses and applicable taxes. Please provide a full breakdown, as a minimum detailing the price as it relates to:
- The sections within the table in Section 2.1;
  - Support;
  - Your proposed backup solution.
- 3.3.6 Your **ISO 27001/Cyber Essentials Plus/similar certification**.
- 3.3.7 TNA will award this contract on GCloud terms and conditions. In your response you should **self-certify** in your response that you are able to provide all the required services under GCloud.

#### 4 EVALUATION CRITERIA

Responses will be evaluated as follows:

<b>Quality</b> (Sections 3.3.1 to 3.3.4 inclusive)	30%
<b>Security and self-certification</b> (Sections 3.3.6 and 3.3.7)	Pass/Fail
<b>Price</b> (Section 3.3.5)	70%

## 5 PROCUREMENT TIMETABLE

Description	Date(s)
Deadline for submission of clarification questions	12 noon, 16 August 2018
Deadline for TNA to answer clarification questions*	5pm, 17 August 2018
Deadline for submission of Tender Responses	5pm, 24 August 2018
Timebox for TNA to evaluate submissions	27 August - 29 August 2018
Contract award	30 August 2018

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

TNA reserves the right, at its sole discretion, not to appoint for this requirement.

## **6 CONTRACT**

This contract will be governed by [GCloud](#) terms and conditions.

TNA reserves to right not to appoint and to achieve its objectives by other means.