**THE NATIONAL ARCHIVES**

**CLOUD HOSTING DESIGN, DEPLOYMENT AND SUPPORT FOR DIAGRAM (THE DIGITAL ARCHIVING GRAPHICAL RISK ASSESSMENT MODEL)**

**CLOSING DATE FOR TENDER RESPONSES –
12 NOON (UK TIME), 11 MARCH 2022**

**CLARIFICATION QUESTIONS AND RESPONSES**

The National Archives has received a number of clarification questions relating to the above opportunity. Those questions, and their associated responses, can be found below.

**Q1**: *Value of contract is stated at £40,000, is this the budget for 1 year or 3 years?*
**A1**: This is for 3 years and is an estimate of what we believe the contract value may be.

**Q2**: *How do you support DiAGRAM today?*
**A2**: The current (prototype) version of DiAGRAM is running in shinyapps https://nationalarchives.shinyapps.io/DiAGRAM/, this is about moving to a production system having re-architected and re-developed.

**Q3**: *Will DiAGRAM need to be supported 24/7/365?*
**A3**: Standard UK office hours will suffice for this, it is not a business critical system. That said, were the service to be down or experiencing degradation, the ability to advise users of that online would be useful.

**Q4**: *Would you want the AWS partner to help with cost optimisation of the AWS infrastructure for TNA?*
**A4**: Yes, but only within the boundary of the infrastructure and services needed for DiAGRAM, or when usage of shared service directly affects other departments, e.g. the use of GitHub Actions "minutes".

**Q5**: *What is TNA's existing AWS footprint?*
**A5**: There are 44 linked AWS accounts used within the TNA organisation; the services they use and the data/hosting they require vary from department to department. Generally, TNA is using services provided by AWS, such as Elastic Kubernetes Service (EKS), OpenSearch and CloudFront. We use non-AWS services such as Terraform and GitHub Actions which are hosted on AWS. Some teams may also have procured AWS-hosted services via AWS Marketplace (indeed DiAGRAM may do this) but we do not have full details on this.

**Q6**: *Do you have an existing AWS partner or other similar partners you have worked with on this project or this tender?*
**A6**: TNA has an Enterprise account with AWS and we deal with them directly. The Digital Services Department has worked with a cloud infrastructure specialist on provisioning our infrastructure.
During projects' alpha and private beta phases it is common for partners to build applications and services on their own AWS infrastructure, or their own platform, before these are transferred to TNA's AWS infrastructure.
When a project or initiative has bespoke requirements, we would expect any third party providing support to be able to host and manage the service on our infrastructure via a delegated account.