

Pricing Schedule: Digital Records Submission to The National Archives as a Service

Executive Summary

Infotechtion's Managed Digital Records Submission Service provides a compliant, automated, and scalable solution for UK public sector bodies to manage the full records lifecycle—from Microsoft 365 disposition to National Archives (TNA) submission.

The pricing schedule adopts a Value-Based Model derived from our "Data Security as a Service" framework. This ensures that departments pay for operational complexity and outcome volume (e.g., volume of records transferred, sensitivity complexity) rather than a linear "per-user" seat count. This approach is significantly more cost-effective for Archivist teams (often small groups managing vast data estates) and aligns with the government's "Cloud First" and "Little and Often" transfer strategies.

This document outlines the service structure, pricing methodology, operational mechanisms, and commercial terms.

1. Value-Based Pricing Overview

Pricing is determined by the **maturity of the data estate** and the **level of operational delegation** required. This ensures costs reflect the actual effort invested in maintaining compliance integrity and executing complex transfers, rather than the number of employees in the department.

The model comprises two principal commercial components:

1. **Fixed Monthly Management Fee:** Covers the provision of the **Infotechtion i-ARM Platform**, the **Archivist Portal**, strategic roadmap development, and ongoing policy tuning (e.g., retention schedule updates).
2. **Operational Activity Units:** Encompasses hands-on operational work such as AI-driven Sensitivity Review, TNA Submission Package (SIP) generation, and Legacy Data Ingestion.

2. Service Tiers and Features

Component	Standard: SME Steering	Advanced: Managed Ops	Enterprise: High Capacity
Fixed Monthly Fee	£5,500	£12,000	£25,000
Primary Value	Technical guidance, Platform provision & Policy Integrity.	Integrated Records Ops, hands-on configuration, and physical records sync.	Autonomous transfer pipelines, AI sensitivity review, and legacy ingestion.
Service Delivery	Archivist Portal Access & Quarterly Policy Tuning.	Hybrid Disposition: We prep the reviews; you approve.	End-to-End Operations: We manage ingest to TNA transfer.
Activity Credits (Monthly)	50 Units Included	250 Units Included	1,000 Units (Ringfenced)
Infotection i-ARM License	Included	Included	Included
TNA SIP Generation	Manual Trigger	Automated / Scheduled	Fully Automated API
Physical Records	Read-Only View	Full Connector	Full Connector + RFID Sync
AI Sensitivity Review	Guidance Only	AI Triage Agents Enabled	Full AI Auto-Redaction
Organizational Profile	Small Departments or Agencies managing <50TB with established internal archivists.	Mid-Sized Departments requiring hybrid support for physical and digital records.	Large Departments (>200TB) with complex TNA transfer obligations and legacy backlogs.

2.1 Operational Activity Unit Definition

Activity Units provide scalable resourcing based on actual workload. For the Records Management service, definitions are as follows:

- **1 Unit:** Bulk Disposition Review preparation for **10,000 items** (Data quality check & grouping).

- **1 Unit:** Generation and Validation of **1 TNA Submission Information Package (SIP)** (up to 5GB).
- **1 Unit:** AI Sensitivity Review (DSR) triage of **1,000 documents** (Identification of PII/Sensitivities).
- **1 Unit:** Ingestion and Indexing of **1 TB** of legacy data (e.g., from File Shares) into the Azure Governance/Archive tier.
- **1 Unit:** Development/Update of **1 Retention Policy/File Plan** rule mapped to legislative changes.

2.2 Pricing Transparency & Fee Calculation

The Fixed Monthly Fee is a weighted blend of the Platform License (the "Brain") and pre-committed operational capacity.

Tier	Base Service Cost	Pre-committed Activity Cost	Effective Per-Unit Rate
Standard	£1,000	£4,500 (50 units @ £90)	£110 / unit
Advanced	£2,000	£10,000 (250 units @ £40)	£48 / unit
Enterprise	£5,000	£20,000 (1,000 units @ £20)	£25 / unit

2.3 Activity Cost vs. Standard Rate Card

- **Activity Costs (Wholesale/Automated):** These are pre-paid operational charges within the tier, reflecting the efficiency gained through **Infotechtion-ARM automation** and TNA API integration. Outputs are delivered at a **>60% cost reduction** compared to manual SFIA rates.
- **Standard Rate Card (Retail/Consultative):** Applies to bespoke, non-repeatable consultancy work (e.g., complex historical inquiry support, bespoke API development) that falls outside standard definitions.

3. Staff Expertise & Strategic Support

Infotechtion ensures all resources assigned to UK public sector accounts hold relevant certifications and clearance (BPSS/SC). We are a **Development Partner with The National Archives (TNA)**, ensuring our staff have unique insight into TDR (Transfer Digital Records) API mechanics.

3.1 Core Expertise

- **Microsoft 365 Certified: Information Protection Administrator (SC-400):** Expert in Records Management and Sensitivity Labels.
- **Archive Specialists:** Trained in **ISAD(G)** and **TNA Metadata Standards** (DROID, PRONOM).

- **Azure Data Engineers:** Proficient in secure data migration and **Azure Archive** storage optimization.

4. Scaling via AI Agents and Automation

At **Advanced** and **Enterprise** tiers, the service leverages the **Infotechtion Compliance Extender** to automate high-cost tasks:

1. **AI Sensitivity Triage:** The "**Digital Sensitivity Review**" (**DSR**) module pre-scans records for GDPR (PII) and FOI exemptions (e.g., Section 40(2)), presenting Archivists with "suggested redactions" rather than raw files.
2. **TNA Transfer Automation:** Automated playbooks handle the conversion of M365 metadata to the strict **TNA CSV Schema**, checksum validation, and DROID format profiling without human intervention.
3. **Physical-Digital Sync:** Automated reconciliation of physical box inventory (e.g., Iron Mountain) with the M365 File Plan to trigger destruction authorizations.

5. RACI Matrix: Service Accountability

Activity	Infotechtion (Service Provider)	Department (Customer)
Platform Maintenance (i-ARM)	R (Responsible)	I (Informed)
Retention Policy Updates	R (Responsible)	A (Accountable)
Disposition Decision (Approve/Reject)	C (Consulted - Preps Data)	R/A (Responsible)
Sensitivity Review (AI Triage)	R (Runs Tooling)	C (Validates Samples)
TNA SIP Submission & Transfer	R (Executes Transfer)	I (Receives Receipt)
Legacy Data Ingestion	R	C

6. Standard Rate Card (SFIA Aligned)

For ad-hoc consultancy outside the Managed Service scope.

SFIA Level	Associate / Junior	Consultant / Specialist	Senior / Lead	Principal / Architect
Apply	£750	£850	-	-

Enable	-	£950	£1,100	-
Ensure/Advise	-	-	£1,250	£1,450
Set Strategy	-	-	-	£1,650

7. Key Pricing Assumptions

- **Minimum Term:** Mandatory minimum commitment of **12 months**.
- **Discount Eligibility:** Strategic discounts available for contracts of **3 years** or longer.
- **Hosting:** Service pricing *excludes* underlying Azure Storage consumption costs (Azure Archive Tier), which are billed directly to the customer's Azure subscription to ensure **zero markup** on storage.
- **Implementation:** Pricing assumes the M365 tenant exists. A separate "Onboarding/Transition" fee (Standard SFIA) applies for the initial deployment of i-ARM.
- **Activity Unit Roll-over:** Unused monthly Activity Units **do not** carry over to subsequent periods (Use it or lose it).

8. Multi-Year Strategic Discounts

To encourage long-term preservation planning:

- **3-Year Commitment: 15% discount** on Fixed Monthly Management Fees.
- **5-Year Commitment: 25% discount** on Fixed Monthly Management Fees.

9. Service Constraints & Exclusions

- **Microsoft Licensing:** Microsoft 365 E3 as the minimum licensed instance of Microsoft SharePoint Online and Teams.
- **TNA Acceptance:** Infotection guarantees the *technical validity* of the SIP (Submission Information Package). The *intellectual acceptance* of the record by TNA is subject to TNA's collection policy.

10. Invoicing and Payment Terms

- **Billing Frequency:** Monthly in arrears.
- **Payment Terms:** 30 days from invoice date.
- **Support Hours:** 09:00 – 17:00 (UK Time), Monday to Friday.

11. Financial Exit Strategy (Offboarding)

- **Standard Offboarding:** Included at no cost. Includes the export of the **Extended Audit Log** (Chain of Custody) and a final status report of all transferred records.
- **Data Return:** All data remains in the Customer's Azure Tenant throughout the service; therefore, no complex "data extraction" is required upon exit.