Invitation to Quote for intranet web services

Intranet website services: content management system, website development, design, hosting and support services

Introduction and background

London Councils represents London's 32 borough councils and the City of London. It is a cross-party organisation that works on behalf of all of its member authorities regardless of political persuasion.

London Councils makes the case to government, the Mayor and others to get the best deal for Londoners and to ensure that our member authorities have the resources, freedoms and powers to do the best possible job for their residents and local businesses.

London Councils runs a number of direct services for member authorities including the Freedom Pass, Taxicard and Health Emergency Badge. It also runs two independent parking appeals services and a pan-London grants programme for voluntary organisations.

Previously London Councils websites were built and managed in a single proprietary content management system: Tagish iSite. This content management system is now owned and supported by another agency since the liquidation of Tagish in 2012. Although the system has met our requirements reasonably well to date, it is no longer being supported by its owners. The platform has reached its end of life and will be switched off at the end of the 2016 and a replacement is required quickly. Tagish is built in Classic ASP and MSSQL. London Councils needs a new intranet to replace this platform and are committed to Drupal CMS. The intranet site is password protected but externally accessible and the new site should be the same. The intranet has 359 pages in total with a large number identified as to be removed. The site currently has over 227 registered users. A full audit of these users will be carried out with a reduction in number expected.

The timescale dictates that we opt for a refresh of the design and migration of content. London Councils will carry out a content audit and update to information architecture. London Councils will also be carrying out a consultation period during August and September and require wireframe design options by early September 2016 to assist this.

London Councils also requires hosting, support (at least 3.5 hours per month required) and maintenance throughout, and for a period of one year. This will be subject to renewal following satisfactory performance.

Specifications

CMS

- Out of the box user management with pre-defined roles
- Workflow/version control
- New users automatically populate intranet phone book and are added to our Dotmailer system
- Media library
- Similar Drupal functionality to the external LC site CMS

Template/content

- Phonebook functionality
- Event based content
- News/noticeboard content
- Blogs
- Forms
- Mobile responsive

Accessibility

- Easy registration and sign up
- A translate tool which allows users whose first language is not English to translate the content into their preferred language.
- A high level of accessibility which fulfils the W3A accessibility standards.

Possible features

- Your most visited pages
- Basic personalisation
- Comments
- New content alerts based on sign up data
- Workflow notification system
- Iconography
- Scope integration with LC external site (also Drupal) as possible phase 2 following satisfactory performance

Additional information

End of life of the platform

The contractor will need to work with the digital agency responsible for Tagish, if possible to continue the life of the platform beyond Dec 2016 and definitely to complete the migration of audited content.

Relationship with City of London

London Councils online HR and facilities functions are managed by the City of London (CoL). Our IP is allowed access by CoL so it's important this is authorised and configured in advance. Essentially these are just links other portals.

Policy Projects Database

This is a custom built database that allows users to create projects and leave reports stating progress. It also allows directors to mark projects as 'requiring discussion/ ticked to talk'. Various levels of access which have slightly different views of the data are needed. The permissions are controlled by sub-groups module within our intranet. A replacement for this database is required. It is part of Tagish and built in ASP.net.

Sign in/up process

Our current sign in process is problematic. We lose a high number of users at the log in screen. Smoother authentication, log in, registration and password request processes are required.

Project and contract information

Provision

The contract will initially be for one year, commencing on 31 August 2016 (or earlier if possible by agreement), with the option to extend annually up to a further period subject to satisfactory performance.

Approach

London Councils' digital team wishes to work closely with a supplier – taking a collaborative and agile approach to project management and the website design and build process. An agile, user-led approach is not only strongly recommended by the Government Digital Service, but the digital team at London Councils also believes it is the most effective way to develop digital products whilst encouraging innovation and mitigating risk. It is worth noting that at the same time, London Councils will be relying on the bidder to be acutely aware of issues that could cause us reputational damage, or incur additional costs, for example:

- Reducing risk to the continuing functioning of the organisation's digital assets throughout this project.
- Paying due care and attention to data security.
- Treating accessibility as an essential requirement, rather than a 'nice to have'.

London Councils' digital team is very small – currently just one member of staff, with broad digital experience. The organisation has only very limited access to ICT support. Therefore, the bidder will need to be willing to tailor its approach with this in mind, explaining the impact of different technical solutions in reasonably non-technical terms and to take on a liaison role where necessary during the project with third-party ICT support and contractors.

London Councils is committed to using an open source Drupal CMS, however we are open to the bidder's suggestions for the most appropriate open source solution to meet our needs on other aspects.

Project Costs and Timetable

Costs should be clearly presented and be inclusive of all fees, direct and indirect costs, expenses but is exclusive of VAT. An example of a clear cost structure is provided in Annex 2. You should

indicate based on the timings below how you would envisage the project progressing based on your suggested methodology:

Activity	Date
Deadline for receiving quote	25 August 2016, 5pm
Contractors informed of outcome	w/c 31 August 2016
Contract awarded	w/c 31 August 2016
Full specification agreed - Phase 1	5 September 2016
Staff consultation period - Phase 1	w/c 5 September 2016
Initial design wireframes for staff - Phase 1	w/c 12 September 2016
Build – Phase 2	w/c 3 October 2016
Content migration - Phase 2	w/c 24 October 2016
Review, testing and UAT – Phase 2	w/c 7 November 2016
Server preparation – Phase 2	w/c 7 November 2016
Final design and content made available to LC staff – beta launch – Phase 3	w/c 21 November 2016
Site launch and final UAT period – Phase 3	w/c 12 December 2016

Project Management

The project manager for this assignment is Oliver Hannan, oliver.hannan@londoncouncils.gov.uk, telephone: 020 7934 9759.

Quote Requirements

Bidders should provide the following information in their quote:

a. Proposed approach and approach to web development and design
b. Specify costs for hosting, maintenance and technical support services
c. Arrangements for project management, reporting and quality control
d. Project timetable with key milestones, including any risks that may affect the timing or delivery of outputs and contingencies
e. Clear structure of charges including day/hour rates, time spent on tasks, expenses. VAT will be paid at the applicable rate (an example of a clear cost structure is given in annex 2).

We will evaluate your response against the evaluation criteria given below.

Evaluation criteria	Weighting
1. Understanding of the aims and objectives of London Councils as an organisation	10%
2. The contractors experience of undertaking similar projects including intranets for smaller organisations	20%
3. A clear approach to web development and design	30%
4. Value for money	20%
5. Clear structure for ongoing hosting, maintenance and technical support services	20%

Format of Quote Response

If you wish to apply, an electronic copy of your quote response should be sent by email to oliver.hannan@londoncouncils.gov.uk quoting reference number **IT0816a** to arrive by 25 August 2016, 4pm.

If necessary, you may seek clarification on the procurement process or the specification by contacting Oliver Hannan on 020 7934 9759 or email at oliver.hannan@londoncouncils.gov.uk.

Enquiries will not be answered if received within **2** days of the date for submissions of quotes. Bidders should note that responses to each enquiry will be copied to all organisations bidding (though will not identify the originator of the enquiry) through the London Councils website.

If you are aware that the submission of your quote may give rise to a potential conflict of interest, please inform the officer to whom you are making the application.

Full instructions to bidders are also provided in Annex One. Bidders are advised to read all instructions before submitting their quote.

Freedom of Information Act

You should be aware that the information you submit may be subject to a request for information. The provision of any information to external parties by London Councils is determined by statutory conditions provided for in the Freedom of Information Act 2000.

Equality Opportunities

The successful contractor will be required to comply with London Councils Equal Opportunity Policy and bidders should complete the Equal Opportunities Questionnaire with their quote submission.

Annex One: Instructions to bidders

1. Quote Submissions

1.1 All pages of the bidder's quote should be sequentially numbered (including any annexes and supporting documents).

1.2 Bidders are advised to submit quotes by email to oliver.hannan@londoncouncils.gov.uk quoting reference **IT0816a**

1.3 The quote must not arrive later than the date and time stipulated. Quotes received after that time may not be considered unless the bidder can prove that the quote was dispatched in sufficient time to meet the deadline.

1.4 By submitting a quote, the bidder agrees to keep that quote open for acceptance by London Councils for 90 days following the closing date.

1.5 London Councils do not accept suppliers' Terms and Conditions.

2. Amendments to Quote Documents

2.1 Prior to the deadline, London Councils may modify the quote documents by amendments in writing. London Councils may extend the deadline for quotes to allow for significant amendments to be fully assessed and taken into account.

2.2 The bidder may modify the quote prior to the deadline for receipt by giving notice in writing or by email.

2.3 No quote may be modified after the deadline for receipt.

2.4 The contractor may not transfer, assign or sublet the contract, or any part thereof, without the prior written consent of London Councils. If such consent is given the contractor will remain liable for the performance of the contract in its entirely as if such assignment or sublet had not taken place.

3. Quote Charges

3.1 Charges must be in pounds sterling and be inclusive of all costs but can be exclusive of VAT.

3.2 Charges shall be fixed for the duration of the Contract and will not be subject to any variation unless detailed in the Contract document.

3.3 London Councils shall not be liable for any costs incurred in the production of the quote submission.

4. Quote Evaluations

4.1 London Councils intends to commission the most economically advantageous quote and reserves the right to accept or reject all or any part of any quote.

4.2 London Councils does not bind itself to accept the lowest charged quote.

4.3 London Councils reserves the right to change the timing or any other aspect of the procurement process or to cancel the procurement process at any stage without prior notice.

5. Intellectual property rights

5.1 All information provided by London Councils shall be treated by the Contractor as confidential except where prior written consent has been given by London Councils that such information may be disclosed. The dissemination of information within your organisation should be on a need-to-know basis.

5.2 All intellectual property rights arising from the work will reside with London Councils.

Annex Two: Example of cost structure

Example of cost table

Below is an example of a clear cost structure. Other cost breakdowns will be accepted; however a clear structure that will allow London Councils to easily assess value for money – including cost per stage and/or days/hours per person – should be used.

Cost:	**No of Days 40**
Breakdown of cost:	
Phase 1	
Specification	2 days
Staff consultation and evaluation	5 days
Initial wireframing	2 days
Phase 2	
Build	10 days
Content migration	5 days
Review, testing and UAT	5 days
Server preparation	2 days
Phase 3	
Final design and content made available to LC staff – beta launch	3 days
Site launch and final UAT period	2 days
Other costs – please specify	4 days
TOTAL	40 days
	Include other items as applicable…