****

**COMMONWEALTH SECRETARIAT**

**MARLBOROUGH HOUSE, PALL MALL, LONDON SW1Y 5HX**

***IN STRICT COMMERCIAL CONFIDENCE***

**Invitation to Tender**

**For the provision of migration, maintenance and support services for Commonwealth websites**

**March 2019**

|  |  |
| --- | --- |
| **Reference Number:** | 466-2019 |
| **Return Date:** | 12:00 GMT, Monday 8 April 2019 |
| **Contract Award:** | 26 April 2019 |
| **Contact Email:** | [Procurement@commonwealth.int](mailto:procurement@commonwealth.int) |

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## Introduction

The Commonwealth Secretariat (The Secretariat) is an international organisation established by Agreed Memorandum, which is given privileges and immunities under the domestic law of the United Kingdom by the Commonwealth Secretariat Act 1966 (as amended by the International Organisations Act 2005). Under this legislation, the Secretariat is not subject to UK jurisdiction and enforcement.

This status has an impact on some of our standard terms and conditions. In particular, we draw your attention to our dispute resolution clause, which refers disputes to the exclusive jurisdiction of the Commonwealth Secretariat Arbitration Tribunal (CSAT). The 8 members of the Tribunal are selected by the Board of Governors and come from Commonwealth member countries. Information about CSAT, including its governing statute and procedure are available on its website at <http://thecommonwealth.org/tribunal>.

The Secretariat implements decisions agreed by Heads of Government and Ministers through advocacy, consensus–building, information sharing, analysis, technical assistance, capacity-building, and advice on policy development.

## Purpose

The purpose of this tender is to find and appoint a suitable supplier for the provision of services to effect the migration, maintenance and support of Commonwealth websites for the Commonwealth Secretariat. The appointed supplier shall be awarded a contract that will be effective for three years.

See Specification for details on the services required.

## Instructions to bidders

This is a two stage tender process with a written submission to this Invitation to Tender (ITT) followed by selected bidder presentations. The three top scoring bidders following the first stage will be asked to attend a presentation of their tender at the interview stage.

Bidders must submit all documents as set out in Part1 – Part 5 no later than the return date.

The tender documents are to be returned by email only (NOTE files attached must not be more than 25MB per email) to the Commonwealth Secretariat to the following email address.

Email: [Procurement@commonwealth.int](mailto:procurement@commonwealth.int)

All queries must be in writing via the email address above.

Following all stages of the tender process, the bid received that is deemed the most economically advantageous tender (MEAT) shall be awarded the contract based on the evaluation weightings below.

## Evaluation weightings

**Quality 70%**

**Price 30%**

The lowest price bid shall be awarded the full points, all other bids shall be awarded a percentage from the benchmark. E.g. (lowest price/other bid)\*weighting = Score.

## Tender timeline

Please note the following timeline is just an estimate and may be subject to change at short notice.

|  |  |
| --- | --- |
| **Activity** | **Date** |
| ITT published online | 26/03/2019 |
| Deadline for questions to be submitted to the Secretariat by bidders | 3/4/2019 |
| Deadline for Secretariat to provide answers to questions received by bidders | 5/4/2019 |
| Deadline for return of completed ITT to the Commonwealth by bidders | 8/4/2019 |
| Evaluation process | 9/04/ - 10/4/2019 ITT  15/04/2019 INTERVIEWS |
| Notification of procurement outcome by | 17/04/2019 |
| Contractual discussions with preferred bidder | 23 and 24/04/2019 |
| Contract award | 26/04/2019 |
| Contract mobilisation | 29/04/2019 |

## Information for bidders

* Unless indicated otherwise, all prices should be quoted in Pounds Sterling. Prices quoted should exclude VAT but must indicate clearly where VAT is applicable and where items might be zero-rated.
* The bidder must ensure that they have all the information required for the preparation of the tender submission and that they are satisfied about the correct interpretation of terminology used in this documentation. The bidder must also ensure that they are fully conversant with the nature and extent of the obligations should the tender be accepted.
* Tenders are to be valid for a minimum of 120 days from the closing date for the submission of the tenders.
* The Commonwealth Secretariat reserves the right to cancel the tender at any time during the process.
* Bidders shall bear all costs in completing a tender submission.
* Bidders shall not disclose details of the ITT to third parties without prior agreement from an authorised officer of the Commonwealth Scretariat.
* Bidders are required to submit transparent pricing with no hidden costs or charges.
* The Secretariat will carry out an evaluation of the tender bids using the weighted criteria method as described. Follwing both stages the Secretariat will select a preferred bidder which will be taken forward to contract award. The Secretariat reserves the right to appoint a reserve preferred bidder which the Secretariat would take forward to contract award if any contract negotiations with the preferred bidder are unsuccessful.

By taking part in this tender all bidders commit to the following:

* Bidders certify that they have not canvassed or solicited any officer or employee of the Secretariat in connection with this tender submission and that no person employed or acting on behalf of the bidder has done any such act.
* Bidders will not canvas or solicit any officer or employee of the Secretariat in connection with this tender submission.
* Bidders confirm that they shall automatically be subject to termination on grounds of misrepresentation and failure of duty to disclose.
* All intelectuall property rights pertaining to content and coding of the websites remain with the Commonwealth Secretariat at all times.

## Specification of requirements

**Objective**

To reach agreement on the specification and provisioning of a suitable environment to enable migration and deployment of the Secretariat's online bookshop. To maintain robust technical and functional infrastructures for the ongoing delivery of the Commonwealth websites. To respond to and resolve unplanned and unscheduled support requests within agreed timescales. To undertake periodical enhancement work on the websites within agreed timescales.

**Scope of services**

[The Commonwealth Bookshop](https://books.thecommonwealth.org/) https://books.thecommonwealth.org/

This is a Drupal 7 e-commerce website with approximately 400 titles. All content is pushed over from a cloud-based bibliographic database (Booksonix) with negligible intervention in the Drupal CMS. Another separate API talks to a book distributor who receives order details for fulfilment (e.g. product, price paid, customer address). Payments are taken via PayPal. The site, currently hosted, maintained and supported by a third party developer, is up to date and performing appropriately. [Website usage](#_Appendices)

The successful bidder shall:

1. In collaboration with the existing developers and the Secretariat’s IT department, determine a suitably provisioned hosting environment, participating in its specification, build, configuration and testing. Note, we already have a Microsoft Azure cloud hosting plan.
2. Contribute to and sign off on all arrangements for the website migration to the new hosting environment.
3. Ensure that the new hosting platform and website (including web services) are performing to the required standard before go live.
4. In addition to the production server, create, populate and test development and testing environments.
5. Maintain all three environments and their core components – Linux, Apache, Solr, MySQL, PHP, etc. constantly monitoring performance to ensure quality and reliability.
6. Maintain the Drupal application on these environments – security patchs, bug fixes, Drupal core, module updates, etc. constantly monitoring performance to ensure quality and reliability.
7. Maintain the API connections to Drupal constantly monitoring performance to ensure quality and reliability.
8. Respond to and resolve, within agreed timescales, unplanned and unscheduled support requests reflecting the unsatisfactory performance of the website.
9. Undertake periodical enhancement work allocating designer/delevoper resources within satisfactory timescales.

[Commonwealth website](http://www.thecommonwealth.org/) http://www.thecommonwealth.org/

This is the Commonwealth Secretariat’s principal website built in Drupal 7. Since launch in 2014 it has grown substantial content. These are overwhelmingly static pages although there is some dynamic content but with limited functionality. There is no API/web services connectivity. Note, we do not require migration for this site which we host ourselves in MS Azure. The site, currently maintained and supported by a third party developer, is up to date and performing appropriately. [Website usage](#_Appendices)

The successful bidder shall:

1. In collaboration with the Secretariat’s IT department review the existing hosting environment identifying any perceived shortcomings and make suggestions on and implement improvements.
2. Create, populate and test development and testing environments to mirror the production environment.
3. Maintain all three environments and their core components – Linux, Apache, Solr, MySQL, PHP, etc. constantly monitoring performance to ensure quality and reliability.
4. Maintain the Drupal application – security patchs, bug fixes, Drupal core, module updates, etc. constantly monitoring performance to ensure quality and reliability.
5. Respond to and resolve, within agreed timescales, unplanned and unscheduled support requests reflecting temporary unsatisfactory performance of the website.
6. Undertake periodical enhancement work allocating designer/delevoper resources within agreed timescales.

[Commonwealth Biennial Report microsite](https://biennialreport2018.thecommonwealth.org/) https://biennialreport2018.thecommonwealth.org/

The Commonwealth Secretariat had only ever produced a [print version of its Biennial Report](https://biennialreport2018.thecommonwealth.org/wp-content/uploads/2018/04/P15702_COM_Biennial-Report_2018.pdf). Launched in April 2018, we were looking to provide a more engaging, digital rendition of this content. This WordPress site, currently hosted on WP Engine, is maintained and supported by a third party developer. The site is up to date and performing appropriately. [Website usage](#_Appendices)

The successful bidder shall:

1. In collaboration with the Secretariat’s IT department review the existing hosting environment identifying any perceived shortcomings and make suggestions on and implement improvements.
2. Create, populate and test development and testing environments to mirror the production environment.
3. Maintain all three environments and their core components – Linux, Apache, Solr, MySQL, PHP, etc. constantly monitoring performance to ensure quality and reliability.
4. Maintain the WordPress application – security patchs, bug fixes, WordPress updates, plugin updates, theme updates (including custom themes), etc. constantly monitoring performance to ensure quality and reliability.
5. Respond to and resolve, within agreed timescales, unplanned and unscheduled support requests reflecting temporary unsatisfactory performance of the website.
6. Undertake periodical enhancement work allocating designer/delevoper resources within agreed timescales.

[The Commonwealth Blue Charter microsite](https://bluecharter.thecommonwealth.org/) https://bluecharter.thecommonwealth.org/

The Commonwealth Secretariat decided to highlight one of its flagship programmes by creating a microsite based on the Biennial Report’s more engaging and visually attractive style. Launched in summer 2018, this WordPress site, currently hosted on WP Engine is maintained and supported by a third party developer. The site is up to date and performing appropriately. [Website usage](#_Appendices)

The successful bidder shall:

1. In collaboration with the Secretariat’s IT department review the existing hosting environment identifying any perceived shortcomings and make suggestions on and implement improvements.
2. Create, populate and test development and testing environments to mirror the production environment.
3. Maintain all three environments and their core components – Linux, Apache, Solr, MySQL, PHP, etc. constantly monitoring performance to ensure quality and reliability.
4. Maintain the WordPress application – security patchs, bug fixes, WordPress updates, plugin updates, theme updates (including custom themes), etc. constantly monitoring performance to ensure quality and reliability.
5. Respond to and resolve, within agreed timescales, unplanned and unscheduled support requests reflecting temporary unsatisfactory performance of the website.
6. Undertake periodical enhancement work allocating designer/delevoper resources within agreed timescales.

[Small States Centre of Excellence microsite](https://sscoe.thecommonwealth.org/) https://sscoe.thecommonwealth.org/

The Commonwealth Secretariat decided to highlight another of its flagship programmes by creating a microsite again based on the Biennial Report’s more engaging and visually attractive style. Launched in summer 2018, this WordPress site, currently hosted on WP Engine is maintained and supported by a third party developer. The site is up to date and performing appropriately. [Website usage](#_Appendices)

The successful bidder shall:

1. In collaboration with the Secretariat’s IT department review the existing hosting environment identifying any perceived shortcomings and make suggestions on and implement improvements.
2. Create, populate and test development and testing environments to mirror the production environment.
3. Maintain all three environments and their core components – Linux, Apache, Solr, MySQL, PHP, etc. constantly monitoring performance to ensure quality and reliability.
4. Maintain the WordPress application – security patchs, bug fixes, WordPress updates, plugin updates, theme updates (including custom themes), etc. constantly monitoring performance to ensure quality and reliability.
5. Respond to and resolve, within agreed timescales, unplanned and unscheduled support requests reflecting temporary unsatisfactory performance of the website.
6. Undertake periodical enhancement work allocating designer/delevoper resources within agreed timescales.

## Tender submission documents (ref no. 466-2019)

Note - Bidders must complete and return **all** tender submission documents below.

Part 1 – Bidder details

Part 2 – Suitability assessment questions (with ethics form attached)

Part 3 – Technical questionnaire (3A and 3B)

Part 4 – Pricing

## **Part 1 – Bidder details**

Please provide details relating to your registered offices, legal status and date of incorporation.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Company name |  | |  | Company registration number | |  |
| Company address |  | |  | Date of incorporation | |  |
| Postcode |  | |  |  | |  |
| Contact name |  | |  | Job  title | |  |
| Telephone |  | |  | Email | |  |
|  | | | | | | |
| In the event of utilising a third party, on your behalf for any part of the services, please provide the full details of the secondary supplier. | | | | | | |
|
| Company name |  | |  | Duration of working relationship, | |  |
| Company address |  | |  | Reason for use | |  |
| Postcode |  | |  |  |
|  | | | | | | |
| Please provide the following **financial information**   |  |  |  | | --- | --- | --- | | **Turnover** | | | | Provide details of your organisation’s turnover for the last 3 trading years.  Please complete for the period of trading if less than 3 years. | Total turnover:  20XX/20XX  20XX/20XX 20XX/20XX | £  £  £ |  |  |  |  | | --- | --- | --- | | **Information to be extracted from the bidder’s audited accounts** | | | | Please provide the following information for the last 2 years for which audited accounts are available: | | | | the value of your current assets for the latest year | 20XX | £ | | the value of your current assets for the previous year | 20XX | £ | | the value of stock/work in progress for the latest year | 20XX | £ | | the value of stock/work in progress for the previous year | 20XX | £ | | the value of fixed/tangible assets for the latest year | 20XX | £ | | the value of fixed/tangible assets for the previous year | 20XX | £ | | the value of current liabilities for the latest year | 20XX | £ | | the value of current liabilities for the previous year | 20XX | £ | | the value of long-term liabilities for the latest year | 20XX | £ | | the value of long-term liabilities for the previous year | 20XX | £ |   Please note, the successful bidder will be checked for their Equifax Credit Score. Should the bidder fail the credit score, the Secretariat will be entitled to commence negotiations with the second preferred bidder subject to that bidder having passed the Equifax Credit Score and so forth.  Please provide the contact details of two client references. | | | | | | |
|  | | | | | | |
|  | | Reference 1 | | | Reference 2 | |
| Company name | |  | | |  | |
| Company address | |  | | |  | |
| Postcode | |  | | |  | |
| Telephone | |  | | |  | |
| Email | |  | | |  | |

## Part 2 - Suitability assessment questions

**Grounds for exclusion**

You will be excluded from the tender process if there is evidence of convictions relating to specific criminal offences including, but not limited to, bribery, corruption, conspiracy, terrorism, fraud and money laundering, or if you have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security obligations.

1. Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), Directors or Partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?

|  |  |  |
| --- | --- | --- |
| Please mark ‘X’ in the relevant box | Yes | No |
| 1. Conspiracy as defined by the legislative or judicial bodies in your jurisdiction. |  |  |
| 1. Corruption as defined by the legislative or judicial bodies in your jurisdiction. |  |  |
| 1. Bribery as defined by the legislative or judicial bodies in your jurisdiction. |  |  |
| 1. The offence of cheating the Revenue as defined by the legislative or judicial bodies in your jurisdiction. |  |  |
| 1. The offence of conspiracy to defraud as defined by the legislative or judicial bodies in your jurisdiction. |  |  |
| 1. Fraud as defined by the legislative or judicial bodies in your jurisdiction. |  |  |
| 1. Theft as defined by the legislative or judicial bodies in your jurisdiction. |  |  |
| 1. Fraudulent trading as defined by the legislative or judicial bodies in your jurisdiction. |  |  |
| 1. Fraudulent evasion as defined by the legislative or judicial bodies in your jurisdiction. |  |  |
| 1. Destroying, defacing or concealing of documents or procuring the execution of a valuable security as defined by the legislative or judicial bodies in your jurisdiction. |  |  |
| 1. The possession of articles for use in frauds as defined by the legislative or judicial bodies in your jurisdiction. |  |  |
| 1. Any offence considered to be Counter Terrorism as defined by the legislative or judicial bodies in your jurisdiction. |  |  |
| 1. Money laundering as defined by the legislative or judicial bodies in your jurisdiction. |  |  |
| 1. Any sexual offences as defined by the legislative or judicial bodies in your jurisdiction. |  |  |
| 1. Drug trafficking as defined by the legislative or judicial bodies in your jurisdiction. |  |  |

1. Within the past three years, please indicate if any of the following situations have applied, or currently apply, to your organisation.

|  |  |  |
| --- | --- | --- |
| Please mark ‘X’ in the relevant box | Yes | No |
| 1. your organisation is bankrupt or is the subject of insolvency or winding-up proceedings, where your assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State; |  |  |
| 1. your organisation is guilty of grave professional misconduct, which renders its integrity questionable; |  |  |
| 1. your organisation has entered into agreements with other economic operators aimed at distorting competition; |  |  |
| 1. the prior involvement of your organisation in the preparation of the procurement procedure has resulted in a distortion of competition; |  |  |
| 1. your organisation has shown significant or persistent deficiencies in the performance of a substantive requirement under a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions. |  |  |

1. Employment and Human Rights

For organisations working outside of the UK please refer to equivalent legislation in the country that you are located. Please delete ‘Yes’ / ‘No’ as applicable.

|  |  |  |
| --- | --- | --- |
| (a) | In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? | Yes/No |
| (b) | In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds or alleged unlawful discrimination?  If you have answered “yes” to one or both of the questions, please provide, as a separate Appendix, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.  If the investigation upheld the complaint against your organisation, please use the Appendix to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring. You may be excluded if you are unable to demonstrate to The Commonwealth’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring. | Yes/No |
| (c) | If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? | Yes/No/  NA |

1. Environmental legislation

For organisations working outside of the UK please refer to equivalent legislation in the country that you are located. Please delete ‘Yes’ / ‘No’ as applicable.

|  |  |  |
| --- | --- | --- |
| (a) | Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)?  If your answer to this question is “Yes”, please provide details in a separate Appendix of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served. The Secretariat will not select bidders that have been prosecuted or served notice under environmental legislation in the last 3 years, unless The Commonwealth is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches. | Yes/No |
| (b) | If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation? | Yes/No/  NA |

1. Health and Safety legislation  
   For organisations working outside of the UK please refer to equivalent legislation in the country that you are located. Please delete ‘Yes’ / ‘No’ as applicable.

|  |  |  |
| --- | --- | --- |
| (a) | Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements. | Yes/No |
| (b) | Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?  If your answer to this question was “Yes”, please provide details in a separate Appendix of any enforcement/remedial orders served and give details of any remedial action or changes to procedures you have made as a result. The Secretariat will exclude bidder(s) that have been in receipt of enforcement/remedial action orders unless the bidder(s) can demonstrate to The Commonwealth’s satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches. | Yes/No |
| (c) | If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? | Yes/No/  NA |

1. Terms and conditions

Please delete ‘Yes’ / ‘No’ as applicable.

|  |  |  |
| --- | --- | --- |
| (a) | Please confirm that your organisation agrees to the Commonwealth Secretariat’s standard terms and conditions (Appendix 1).  If not, please state reasons and complete the Legal Comments Table below: | Yes/No |

1. Legal comments table

By submitting a response, the bidder is agreeing to be bound by the terms of this ITT and the Contract save as in relation to those areas of the Contract specifically highlighted below. As such, if the terms of the Commonwealth Secretariat Standard Terms and Conditions renders proposals in the bidder’s response unworkable, the bidder must submit full details of the unworkable/unacceptable provisions within the Standard Terms and Conditions by completing the Legal Comments Table below.

|  |  |  |
| --- | --- | --- |
| **Clause/Paragraph /Schedule** | **Summary of Issue** | **Suggested Revisions** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

1. Code of ethics

Please delete ‘Yes’ / ‘No’ as applicable.

|  |  |  |
| --- | --- | --- |
| (a) | Please confirm that your organisation agrees to and has signed, dated and attached the Code of Ethics (Appendix 2) | Yes/No |

## Part 3 – Technical questionnaire - 70% of total score

**3A – Minimum requirements**

Pelase delete ‘Yes’ / ‘No’ as applicable.

|  |  |  |
| --- | --- | --- |
| Question No. | Question | Answer |
| A1 | Does your organisation have a minimum of five (5) years’ experience working on digital projects? | Yes/No |
| A2 | Does your organisation have experience of working in e-commerce? | Yes/No |
| A3 | Does your organisation have experience of working with an inter-governmental or similar type of organisation? | Yes/No |
| A4 | Can you supply 8 website URLs that your organisation has maintained and supported in Drupal?  (Reference detailed response by inserting URLs below). | Yes/No  Detailed response |
| A5 | Can you supply 8 website URLs that your organisation has maintained and supported in WordPress?  (Reference detailed response by inserting URLs below). | Yes/No  Detailed response |

If you have answered ‘No’ to more than **three** questions in section 3A above then do not proceed with this tender as you do not fullfil our mininum requirements to bid. If you have answered ‘Yes’, to **three** or more of the questions please continue and complete the sections below.

**3B – Technical questions**

The following scoring mechansim will be used to score each question in this section:

|  |  |
| --- | --- |
| **Score** | **Description** |
| 0 | Does not meet the specification or has not responded to the question |
| 1 | Low Fit – Meets most of the specification, but is missing in areas |
| 2 | Fit – Meets the specification as required |
| 3 | Good Fit – Meets all of the specification well and exceeds expectations in some areas |
| 4 | Excellent Fit – Exceeds expectations in most or all areas |

The questions below are worth 70% of the total score. The individual question weightings are set out in the weighting column.

The following formula will be applied for each question:

* Points Scored ÷ Points Available × % Weighting
* The scores for each of the questions will be added to give a total Technical/Quality Score

Unanswered questions or sections that are left blank shall be awarded a 0.

Questions that exceed the word count shall be awarded a 0.

Please answer **all** questions in the spaces provided. Please do not attached documents or appendices.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question No.** | | **Question** | | **Weighting** |
| B1 | | In no more than 750 words, please describe three recent online projects that you have completed with ongoing maintenance and support agreements. Provide build start/completion dates and URLs. At least one of these must have an e-commerce element. | | 25% |
| Insert your answer here | | | | |
| B2 | | In no more than 750 words, please describe (supplying real life examples) the range of maintenance (planned) and support (responsive) services that you undertake. Please include communication channels for raising/recording/resolving issues, prioritisation, response times and availability. Specify hours per day and days per week coverage. | | 25% |
| Insert your answer here | | | | |
| B3 | | In no more than 750 words, please describe your organisation, including staff numbers, their roles and a breakdown and your client base, etc. | | 20% |
| Insert your answer here | | | | |
| B4 | | In no more than 750 words, please describe how you would approach this project and ensure its success. Give a timeline and detail the functions of the team members. | | 20% |
| Insert your answer here | | | | |
| B5 | Energy efficiency | | 10**%** | | |
|  | The Secretariat is committed to delivering environmental sustainability in its operations. Please describe (with reference to relevant case studies) how you would contribute to achieving outcomes such as improved energy performance. | |  | | |
| Insert answer here | | | | | |

## Part 4 – Pricing - 30% of total score

Transparent pricing must be submitted with no hidden costs. Pricing and cost must be broken down to the different elements of the service and must include all expenses. Please provide pricing exactly as set out below. You may use a fixed cost or day rates.

|  |  |
| --- | --- |
| **Activity** | **Cost (excluding VAT)** |
| [The Commonwealth Bookshop](https://books.thecommonwealth.org/) |  |
| Migration |  |
| Hosting review |  |
| Maintenance |  |
| Support – specify hours per day and days per week |  |
| including any additional charges for any extended coverage. |  |
| Design enhancements |  |
| Total |  |
|  |  |
| [Commonwealth website](http://www.thecommonwealth.org/) |  |
| Hosting review |  |
| Maintenance |  |
| Support – specify hours per day and days per week |  |
| including any additional charges for extended coverage. |  |
| Design enhancements |  |
| Total |  |
|  |  |
| [Commonwealth Biennial Report microsite](https://biennialreport2018.thecommonwealth.org/) |  |
| Hosting review |  |
| Maintenance |  |
| Support – specify hours per day and days per week |  |
| including any additional charges for extended coverage. |  |
| Design enhancements |  |
| Total |  |
|  |  |
| [The Commonwealth Blue Charter microsite](https://bluecharter.thecommonwealth.org/) |  |
| Hosting review |  |
| Maintenance |  |
| Support – specify hours per day and days per week |  |
| including any additional charges for extended coverage. |  |
| Design enhancements |  |
| Total |  |
|  |  |
| [Small States Centre of Excellence microsite](https://sscoe.thecommonwealth.org/) |  |
| Hosting review |  |
| Maintenance |  |
| Support – specify hours per day and days per week |  |
| including any additional charges for extended coverage. |  |
| Design enhancements |  |
| Total |  |
|  |  |
| **GRAND TOTAL** |  |

If you have a specific payment schedule for the above please provide details:

|  |  |  |
| --- | --- | --- |
| % | Item | Due: |
| % | Item | Due: |
| % | Item | Due: |

## Part 5 - Clarifications of tenders

Following the evaluation of the suitability questions, technical questionnaire and pricing, the top three scoring bidders will be invited to take part in clarification interview sessions with the evaluation panel. We will seek to determine your understanding of the project and your suitability to successfully deliver it referring to the information you supplied in the Technical Questionnaire.

|  |  |
| --- | --- |
| Please confirm your availability/willingness to take part in a presentation/interview session of your bid at your own expense on the estimated dates specified in the tender timeline. A meeting, if required, would be conducted at the Secretariat’s offices at Marlborough House, Pall Mall, London and should take no longer than a maximum of 90 minutes. | Yes/No |

## Appendices

Appendix 1 - General Terms and Conditions

[](http://thecommonwealth.org/sites/default/files/inline/CommonwealthSecretariatTermsandConditionsContract.pdf)

[Download](http://thecommonwealth.org/sites/default/files/inline/CommonwealthSecretariatTermsandConditionsContract.pdf" \t "_blank)

Appendix 2 - Code of Ethics

**[](http://www.thecommonwealth.org/sites/default/files/inline/CodeEthicsApril2016.pdf)**

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Appendix 3 – Website usage

**[](http://thecommonwealth.org/sites/default/files/inline/WebsiteStats25032019.pdf)**

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