



## The Commonwealth

**Tender Name:** ITT 532-2020-Provision of Services for the Development, Content migration, Maintenance and Support of a New Website for the Commonwealth Secretariat

### Clarification Questions/Answers

<p>Q1: Are you able to share your allocated budget for the project?</p>
<p>A1: Budget could range from £250k to £400k, excluding VAT</p>
<p>Q2: May we include images/diagrams in our response?</p>
<p>A2: You may include images and diagrams in your response</p>
<p>Q3: Is there a specific format regarding font type/size we should adhere to?</p>
<p>A3: There is no specific format regarding font or size</p>
<p>Q4: The estimated start date is 01/12/2020 - Would the chosen supplier be expected to manage and host the current site from this date under the terms of the new contract, rather than the existing terms and conditions?</p>
<p>A4: The winning supplier will be expected to manage the current site under the new contract, from the point of successful handover. The estimated start date is to allow for handover time between new and current supplier.</p>
<p>Q5: Paragraph 5.10 lays out a worked example of the commercial evaluation model - Will this ranking solely be determined by the lowest cost? Or will appropriate weighting be applied to a supplier who comes in at a higher cost, but can clearly show that all requirements are covered in full detail within their quote?</p>
<p>A5: Tender evaluation will be based on weightings (60% technical; 40% price) as provided in the ITT. It is not solely on price.</p>
<p>Q6: In section 6, Specification of Requirements, there is mention of The Secretariat's key objectives for the new website (including increased traffic and accurate monitoring, measuring and reporting). Are there any KPI's that you expect the chosen supplier to commit to meeting? If so, over what period of time are you expecting the supplier to achieve these KPI's?</p>
<p>A6: KPIs will be agreed at the start of the project with the winning agency based on the objectives set out in the ITT, some of which will be aligned with the deliverables associated with the milestone-payments which are outlined in the ITT</p>
<p>Q7: number of suppliers you are evaluating</p>
<p>A7: Following the tender submission, a minimum of 4-6 suppliers will be shortlisted for presentation</p>



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Q8: The doc states in more than one area the requirement “To provide a more “cost effective” “efficient”” – can you advise where the current sites are not “cost effective” or “efficient”

A8: The current digital platforms lack cost effectiveness and efficiencies largely because we are running multiple websites (main website and microsities) that involve complex bespoke coding.

Q9: The ITT states “Use a flexible and secure content management system that enables multiple users and different user permissions (not stating a specific CMS), but then goes on to say “Maintain the Drupal application – security patches, bug fixes, Drupal core, module updates, etc. constantly monitoring performance to ensure quality and reliability.” – Has it been decided to continue using Drupal?

A9: It has not been decided to continue using Drupal. However, we require Drupal maintenance during the handover period as the current website is in Drupal.

Q10: 3/ Automation is mentioned with regards to workflows – are current workflows documented that we could review?

A10: Current workflows are manual and through email, with no automation built in.

Q11: “Ensure the Secretariat’s microsities are brought into the main website, and each area can be included as a “hub” area”. Will the microsities continue to stay hosted separately and linking to them from the “hub” area or are we incorporating them fully into the main site?

A11: We are open to different solutions but would like all websites to be fully incorporated into the main website, in a way that gives flexibility to the multiple sub-brands.

Q12: What are the primary drivers for this initiative at this point of time and is the benefit case?

A12: The current website has poor design and layout and is not mobile friendly. The ‘back-end’ of the site is slow and cumbersome to use. It is also difficult and costly to maintain and update. Because of this, multiple microsities have been built to match the needs of different divisions. This approach is time-consuming and expensive, as duplicating work further reduces staff efficiency, and maintenance is managed by multiple agencies using different systems. It also presents a reputational list, due to reduced ability to quickly and efficiently control multiple sites in a crisis. A more coordinated approach with one primary digital space will help us increase web traffic, improve consistency and brand awareness, and progress internal collaboration.



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<p>Q13: What are the business KPI's and how would be measure success?</p> <p>A13: KPIs will be agreed at the start of the project with the winning agency based on the objectives set out in the ITT, some of which will be aligned with the deliverables associated with the milestone-payments which are outlined in the ITT</p>
<p>Q14: Can you indicate a budget range for this program of work?</p> <p>A14: Please refer to Q1 and A1 above.</p>
<p>Q15: Are there any major challenges/ pain points in your current platform/ hosting set up?</p> <p>A15: Many of our websites are unmaintained and unsupported, not mobile friendly, slow to load and lack consistency. Hosting multiple microsites has created divisions between departments, detracts from the overall objectives of the organisation and dilutes our impact, search ranking and brand. The main website also has a confusing architecture and limited interactivity, functionality, readability and usability.</p>
<p>Q16: What are the support service level expectations? i.e- 24*7, 8*5...</p> <p>A16: For the purposes of tender please submit your standard SLA offerings for consideration.</p>
<p>Q17: What are the SLA expectations for the Support of the current and future websites</p> <p>A17: For the purposes of tender please submit your standard SLA offerings for consideration.</p>
<p>Q18: What is meant by banked hours and what is its treatment in the support services context</p> <p>A18: Banked hours are those hours which are allotted each month but have not yet been used, which could then be carried over to the next month.</p>
<p>Q19: Can you indicate what level of integrations (data and systems) would be needed for features and experience in the new website</p> <p>A19: Full integration and improved productivity of the websites is essential, but expectations on the systems and its components will be decided upon receiving suggested solutions.</p>
<p>Q20: Do you have a timeline expectation / roadmap for the new build</p> <p>A20: The timeline is dependent on the procurement and contract agreement process, but we would hope user research to start mid-January 20201, build to begin in Spring 2021 and a few key pages to be ready to display by June 2021.</p>
<p>Q21: Can you share any current solution/ architecture documents/ details?</p>



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[A21: We cannot share any current documents or details.](#)

Q22: Could you also please clarify the timelines for the response of this ITT. The table on page 4 does conflict with points 4.1 and 4.11 on page 5.

[A22: Apologies, the timelines were extended by a week. Page 5 now updated.](#)