



## **Invitation to Tender**

### **The Provision of Website Services**

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# Letter of Invitation

*5<sup>th</sup> September 2020*

Dear Sir/Madam

## **The provision of Website services**

You are hereby invited by The Emergency Planning Society (EPS) to submit a tender for the above services.

If you wish to submit a tender, you are required to return **proposals** (electronically) clearly marked "**The provision of Website services**", and returned to the following address by 12 noon on 23<sup>rd</sup> October 2020 to:

Sue Bagge  
The Emergency Planning Society  
The Hawkhill  
Easingwold  
YORK  
YO61 3EG.  
Email: [info@the-eps.org](mailto:info@the-eps.org)

If you have any questions about this tender or its process, please email them to: [\*\*info@the-eps.org\*\*](mailto:info@the-eps.org)

We look forward to receiving your tender response.

Yours sincerely

Jacqui Semple  
**Chair, The Emergency Planning Society**

## Instructions and Information for Tenderers

1. Tenders must be submitted in accordance with these instructions and any further instructions contained in other documentation issued by the EPS.
2. Tenderers who do not wish to submit a tender should state their reasons for not tendering, although there is no obligation to do so. However, failure to communicate may jeopardise future invitations to tender.
3. The Tenderer may not alter this document. Any proposed alteration is to be given in a separate letter accompanying the tender.
4. Tenders may be rejected if any of the requested information is not supplied with the tender or if the submission fails to comply with the EPS's request.
5. The date and time for return of tenders is shown on the Invitation Letter. Tenders will be received up to the time and date stated. It is the Tenderers responsibility to ensure that their tender is received on time. The EPS does not undertake to consider any tender received after that time unless there is sufficient evidence to pre-suppose its due delivery.
6. The EPS does not acknowledge receipt of tender documents and accepts no responsibility for loss or non-receipt of applications.
7. The EPS expressly reserves the right not to award any contract as a result of this procurement process and it shall not be liable for any costs incurred by Tenderers. The EPS also reserves the right to accept all or any part of a tender.
8. Any indication of costs (estimates at this stage) must be shown inclusive of VAT.
9. The Tenderer must not try to obtain any information about any other party's tender or proposed tender before the contract is awarded.
10. The Tenderer must not arrange with any other party the submission of a tender, except in the circumstances where consortia, sub-contracting and/or joint ventures are applicable.
11. Where invoices will be rendered by, or payments made to, an entity whose title differs in any respect from the title in which the tender is submitted, full details must be provided in a letter accompanying the tender. Successful Tenderers who fail to provide this will experience non-payment of their invoices.
12. The EPS reserves the right, at its discretion, to request clarification in writing, or further relevant information, from any Tenderer post submission of the tender response by such Tenderer.

## Background

The Emergency Planning Society (EPS) was created in 1993, to promote effective emergency planning and management and support the professional interests of its members, as a professional body; promoting the profession.

The introduction of legislation and the implementation of the Civil Contingencies Act 2004, was ground-breaking and outlined the statutory duties and regulations for the delivery of emergency management within the United Kingdom, building upon the principles of integrated emergency management.

However, the operating landscape for emergency management has changed extensively. We live in a world of complex, interdependent and dynamic risks, with an increase in the range of threats and hazards. Much of this has been driven by societal change, globalisation, reform, changes in local and national structures and political activity, and the impact and consequences of emergencies at home and abroad. We are a small world where global changes impact on what we do and how we do it.

The convergence of emergency management with a broader resilience framework, supported by governance, competences and standards, has created both opportunities and challenges within the profession. The sector is broad, integrating expertise and competence from a wide variety of organisations.

## Specifications of Requirements

As a professional body, our website is our 'shop window' and as such in today's increasingly digital world must serve both the needs of its members, but also attract those interested in Resilience from across society, private, public and third sectors as we lead the way in the professionalisation of Resilience.

The approach will consist of two distinct phases:

### **The EPS Website – Phase 1**

The EPS website ([www.the-eps.org](http://www.the-eps.org)) is a WordPress-built site which features two areas – a public-facing and accessible area and a secure member's only area. The EPS is the professional industry body representing those involved in resilience, emergency and disaster management and has members from across the UK and overseas.

The website includes an ecommerce element as people join the EPS.

The EPS is seeking to work with an agency or individual over a two-phase process.

Phase 1: Move hosting and maintenance of site

Phase 2: Potential redesign or rebuild of site

- The first will be to move the hosting of the site and provide on-going security, maintenance and ad-hoc updates on an interim basis (Phase 1)
- The second will be to provide input on whether a new site is required to best meet the organisation's on-going requirements or whether a new site is the most cost and time-effective option to do this (Phase 2)
- If the current site can be amended to best meet the organisation's requirements and this is deemed to be the most cost and time efficient option, then the successful agency will be asked to quote for that work (Phase 2)
- The successful agency will be invited to quote on creating a brand-new website if a new site is deemed to be the most cost and time efficient option

With points three and four in mind, ONLY agencies with the relevant experience and qualifications to provide design and build services should respond to this tender.

The organisation is seeking to engage with a relevantly qualified company for the following services:

1. Migration of the site to a new host

The successful company will migrate the current website as it is to a new host including taking a copy of the files of the website, a copy of the database, move to a new host, set up and import and change the domain DNS to a new host IP.

2. Provide hosting of the site on a secure server

Please provide costs for providing this hosting for a three-month, six-month and 12-month options for this and indicate where the website would be hosted- e.g. external data centre, your premises etc and what would these costs be/included.

Hosting should include:

- Low contention servers
- High spec SSD storage
- Free backups up every hour
- Free malware scanning / website firewall & protection
- Free SSL certificates
- WordPress admin login security

3. Provide on-going updates, maintenance and support for the site

The EPS employs one person in-house who can perform basic update tasks. Branches have limited access to areas of the site for specific updates and there is agency support from PR/Marketing where basic changes and updates can be made also.

With that in mind please provide costs for the management and provision of the following:

- WordPress updates, plugin, security and theme updates and general maintenance
- Website support
- 5-6hrs per month of support (glitch fixing, adding users, password updates etc)

Please also provide your hourly rate for providing any development services, uploading of content or adding new features.

Please make clear in your quote what your costs for future site maintenance and support are:

1. How many hours support do you recommend for the on-going maintenance of the site, security updates, management of plug-ins etc – using your professional judgement, will 5-6 hours of support a month be enough?
2. What are your proposed service level agreements (SLAs) for on-going support and maintenance? If there is a bug with the website, how quickly do you plan to respond to the problem?
3. What are your proposed SLAs for website availability?
4. What is your proposed engagement model with the EPS team during the project and then following delivery?
5. If support hours are unused in any one month, can these be “rolled over”? And if so, for how long?
6. What is your minimum billing period (i.e. 15 minutes/30 minutes/45 minutes/60 minutes?)

We are keen for as many changes as possible to the site can be made in-house.

#### Plug-Ins:

The website uses a number of plug-ins – please advise of the costs you would charge for the provision, maintenance and updates of the following:

- Event ticket plus
- Frontend CPD Form
- Live search
- Membership store exporter
- Membership restricted access
- Sage pay
- Custom EPS my account section

#### **General**

Within your proposal, please outline:

- Please outline briefly how you would approach this project. Please outline any similar projects you have undertaken
- What is your planned timeline for this project?
- What team will be working on this project and what is the contingency should a person go sick etc?

## Deadlines and next steps

Agencies and individuals are invited to provide costs for above. Please submit your proposal with full costs, inclusive of VAT to **info@the-eps.org** by 12 noon on 23<sup>rd</sup> October 2020. Please call 01347 821972 if you have any questions about the brief.

Shortlisted agencies may be asked to attend a virtual Zoom meeting as appropriate to discuss the project.

*Please note, the preferred supplier following the selection process will be required to provide copies of their last three sets of accounts prior to agreement being signed.*

## Evaluation Criteria

The EPS will evaluate all Tenders on the basis of the “most economically advantageous tender”. The overall evaluation process will be conducted in a fair and equitable manner, so that the EPS is able to consider the value for money of each proposal. This means that different clarification/information may be sought from different Tenderers.

Tenderers may be required to make presentations on elements of their submission to the EPS staff and/or to attend post-bid clarification meetings. Any such presentations, meetings, and/or site visits will form part of the evaluation process, following the initial tender evaluations.

Title	Weighting %
Project Management & Delivery	10
Sustainability	10
Technical Questions:  <i>1. Please outline: a description of your ability, capacity and ideas to deliver against the identified areas. Please include an appendix of any individuals that will be involved in the project, their relevant skills and experience, your proposed methodology for delivering the service, including the process and procedures for strategy development and account management - (1500 words max)</i>  <i>2. Please demonstrate your understanding of the current emergency planning/resilience landscape and possible challenges for some of our work as the Body for the Resilience Professional (1500 words max)</i>  <i>3. Please give 3 detailed examples / case studies of previous work and references that are relevant to this tender (500 words each max)</i>	50
Proposed Pricing Schedule	30
Total	100

The EPS reserves the right to take into account any other relevant considerations that, in its absolute discretion, it may deem are appropriate.



## Form of Contract, Budget and Timeline

The EPS wishes to appoint a full-service **Website agency** to support the development and delivery of its marketing and communications activity from **01 December 2020 to 01 December 2021**, with the potential to extend at a later stage.

Invitation to tender sent out on	05 October 2020
Closing date for tender responses by	23 October 2020
Final shortlisting by	28/29 October 2020
Date of presentation	5-11 November 2020
Award of contract	12 November 2020
Contract start date	01 December 2020
Contract end date	01 December 2021 (with the potential to extend at a later stage)

## Submitting a Tender

The proposal should include:

- Introduction/covering letter
- Document answering the technical questions within the weighting matrix
- Details of proposed pricing and a breakdown of how this is broken down/costed in a model
- Any other information you feel is relevant

The EPS reserves the right to exclude from evaluation any inappropriately large appendices.

If you have any questions about this tender or its process, please email them to **info@the-eps.org**

All tender responses must be returned by 23 October 2020.