

Cornwall & Isles of Scilly Growth Hub Website Development Tender Clarification Log v6 27/02/2019

Project Reference Number

TEN450

Ref	Date Raised	Document	Section / Page	Clarification Question	Response
1	12/02/19	Invitation to Tender (ITT)	7. Mandatory Website Features/ Content (p4)	Please could you confirm that you under no circumstances would consider a commercial CMS delivered as Software as a Service (SaaS)?	We can confirm that we do require the site to be built using an Open Source PHP based framework or content management system and therefore would not consider a commercial CMS delivered as SaaS.
2	12/02/19	ITT	General	Can international company participate on this bidding?	International companies can submit a tender for this contract, but they will need to demonstrate their awareness of the General Data Protection Regulations on holding data.
3	13/02/19	ITT	7. Mandatory Website Features/ Content (p4)	Would you be open to using other open source, cross platform web technology that is better suited to commercial solutions and has better performance than PHP?	<p>We have specified PHP because it is so pervasive for server-side development of open-source content management type systems. We believe this popularity has benefits that outweigh purely technical considerations such as performance.</p> <p>You are welcome to submit a proposal incorporating alternative languages/platforms/ technologies to those we have suggested, with your reasons for doing so, and your tender submission will be evaluated as per the process outlined in the Invitation to Tender.</p>
4	13/02/19	ITT	5. Overview of this Tender (p.3)	Can you please detail what type of development will be required throughout the life of this contract along with maintenance and support? The reason we are asking this, these development activities may extend up to the size of the initial design and development, depending on your future needs and requirements.	The details of future development for the Growth Hub website is as yet unknown and will be influenced by stakeholders at a local and national level as well as informed by intelligence gathered by the project itself. Future developments will be negotiated and agreed with the successful tenderer to ensure they can be delivered within the contract timescales and designated budget.

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5	18/02/19	ITT	General	Glad to read that international companies can submit a tender for this contract, but if they will need to demonstrate their awareness of the General Data Protection Regulations on holding data [so do you mean nda/sla?] Or other which security file?	The General Data Protection Regulations (GDPR) is a regulation in EU law on data protection and privacy for all individuals within the European Union and the European Economic Area. It also addresses the export of personal data outside the EU and EEA areas.
6	20/02/19	ITT	7. Mandatory Website Features/ Content (p4)	Having reviewed the recent published clarifications (v3) surrounding the requirement to build the solution in PHP, you open to bidders in your response a welcome to suggest an alternative language/platform/technology, with clear reasoning for doing so. We would like to clarify the position on the following; Within the evaluation scoring breakdown the requirement to build the solution within PHP is a mandatory requirement. Should we suggest an alternative solution that is better placed to service commercial websites such as CIOSGH how with the scoring remain fair across all bidders, ensuring that no scoring penalties are in place for those not recommending to remain within PHP and therefore not meeting a mandatory requirement?	This response also provides further clarification on no.3: We have specified PHP as a mandatory feature of this website development. Tenderers are able to suggest alternatives to this or any other element of the specification but will be assessed against their ability to deliver against all aspects of the tender, including mandatory requirements.
7	22/02/19	ITT	General	How many various pages do you want in new website? If we're selected so Do you	The initial development of the new website will likely broadly reflect the current number of pages on the

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				give various pages photos, each page's related text, videos, other infos.?	existing website although future development will affect this. Page content including text, imagery and videos will be provided by the Growth Hub team.
8 (a)	22/02/19	ITT	7. Mandatory Website Features/ Content (p5)	What do you want the sophisticated events calendar to do? What functionality are you looking for? i.e. buy tickets or just list occurring events?	The current website uses the EventON WordPress plug in which offers search and calendar functions. We are looking for at least this level of functionality or an improved offer.
(b)				In regards to the rich media types, can you provide examples of the rich media you are looking to embed?	Examples include images, video and audio but should not preclude the inclusion of future rich media types.
(c)				Can businesses create and manage their own business listings? Do they need approval and if so who from?	Businesses can currently create their own business listings, and this is moderated by the Growth Hub team.
(d)				What information will be sent to Zoho Customer Relationship Management?	This is currently unknown and will be agreed as the development of the website progresses, but some level of integration, either one way or two way, is likely.
(e)				In regards to site visitors requesting appointment time for phone calls, where is this calendar managed or is it just on the website?	This functionality does not currently exist on the site and we are looking for the tenderer to suggest a solution.
9	22/02/19	ITT	7. Mandatory Website	Would I be able to get a copy of your API Document for Zoho Customer Relationship Management?	The documentation for integrating external systems with the Zoho CRM is here https://www.zoho.com/crm/help/api/v2/

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			Features/ Content (p6)		
10 (a)	22/02/19	ITT	7. Mandatory Website Features/ Content (p4-6)	(7.9) How many user accounts and profiles do you currently have on the site?	As outlined in section 8 of the Invitation To Tender, at the time of writing the existing Growth Hub website hosts approximately 4300 user accounts, 650 business listings, 600 resources, and 50 future events.
(b)				(7.12) What kind of content would logged in visitors need to manage - all content from the site, or uploaded by consumers or providers that they are interested in? Who would manage the content?	7.12 relates to the requirement for a media library which would only be available internally to the website administrators.
(c)				(7.13) What kind of content do you mean here? Articles, documents and videos from those who have business listings or the general public? Could you give an example?	Currently site visitors, if registered, can upload their own news stories and events and create their own business listing.
(d)				(7.26) By advice are you talking general advice when asked, or monthly servicing of SEO?	We are looking for tenderers to outline how they can work with the team to develop a website that maximises the benefits of SEO throughout the lifetime of the contract.
(e)				(7.20) What is your expectation of a 'sophisticated' booking system? VCard sharing, booking facility or simple calendar invite?	See response to clarification no. 8a
(f)				(7.30) By compatible - what kind of integration are you expecting? Is it one way or two way integration? What data would you need to be integrated with the website generally?	See response to clarification no. 8d

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11 (a)	25/02/19	ITT	7. Mandatory Website Features/ Content (p4-6)	(7.2) a) is funding for [web hosting] within the £150k budget or is it separate/additional? b) Does CDC already have a preferred hosting partner (i.e. Azure, AWS, 1and1 etc) with whom this contract would be placed or is it entirely for us to propose?	a) Funding for web hosting budget is not part of this tender or associated budget. b) The contract for web hosting is in the process of being procured and is not within the remit of this tender.
(b)				(7.24) Is the re-branding and design of your mailchimp templates within scope in addition to this specific requirement? If so can you provide further information on the number of templates.	The rebrand and design of the e-newsletter is not within the scope of this tender, however the selected contractor will be consulted in the process to ensure compatibility with the identified mechanism for export.
(c)				(7.25) Would Growth Hub Navigator availability be maintained within the website (to show availability) or is there an internal calendar system the website would need to communicate with?	See response to clarification no. 8e
(d)				(7.29) a) Are you anticipating storing PII data on the website and if so for how long before it can be deleted? OR b) are you anticipating direct input of web form data into Zoho via the Zoho API? And c) will you be getting a third party audit to confirm GDPR compliance?	a) Currently data is stored on the Zoho CRM and is covered by our existing privacy policy . It is likely that Personal Identifying Information will be stored on the new website for the purposes of registration and functionality such as business listings and this will require a new privacy policy to be developed. b) See response to clarification no. 8d c) Third parties may be involved to ensure GDPR compliance, but the responsibility lies with CDC.

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(e)	25/02/19	ITT	7. Mandatory Website Features/ Content	(7.30) a) Which version of Zoho do you use as there is significant difference in the API capabilities between V1 and V2 b) Do you have a list of initial interactions required between the website and Zoho? c) What Zoho license do you have? Standard, Professional or Enterprise?	a) The current website uses Zoho API V1 but the new website will be required to use V2. b) See response to clarification no. 8d c) We have Zoho one licences, which we believe are equivalent to enterprise level. https://www.zoho.com/one/applications/
(f)				(7.11) Is there are current list of required [rich media types] formats to support	See response to clarification no. 8b
(g)				(7.30) This is a wide scope - what specific integration is needed?	See response to clarification no. 8d
(h)			3. Background of the development of the current Growth Hub Website (p3)	What does the Skills Hub part currently do and how will this continue as part of the new site?	The Skills Hub currently has a range of content integrated throughout the site (e.g. Skills Toolkit) and this will continue on the new site.
(i)			General	When is the new website expected to go live?	The go live date for the new website will be agreed with the selected contractor.
12 (a)	26/02/19	ITT	General	Would it be possible to get access to the current CIOSGH website analytics including: <ul style="list-style-type: none"> • Google Analytics • Hotjar 	We are not releasing this level of information at this time.

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				<ul style="list-style-type: none"> Any other relevant analytic providers that the CIOSGH site uses 	
(b)	26/02/19	ITT	General	What are the main KPIs of the new site? How do these KPIs differ from those of the current site?	The KPI's for the new site will be agreed with the successful contractor. Internal KPIs for the existing site include targets for average uptime, version control, development and testing of contingency plans.
(c)				Who would you describe the key user types/audiences of the CIOSGH site?	The main users of the site are businesses within Cornwall & the Isles of Scilly.
(d)				Are there any websites you would like us to be inspired by, from competitors or otherwise?	There are no websites we would suggest as the CIOSGH site is unique in terms of its offering and we are not looking to replicate the look and feel of other Growth Hub sites.
(e)			5. Overview of this Tender (p3-4)	Will the user experience audit of the current site expected to be conducted prior to invitation to pitch, or as part of the delivery once the tender is secured?	The audit will be the first activity undertaken by the successful contractor and does not form part of the tender process.
(f)			3. Background of the development of the current Growth Hub Website	Which hosting provider do you use currently?	The current hosting provider is CWCS, but this contract is in the process of being re-procured.