**TENDER OPPORTUNITY – WEB PORTAL HOSTING**

The Cumbria Chamber of Commerce has a need to procure for the maintenance and hosting of its web portal in order to support the development and operation of the Cumbria Business Growth Hub.

**Cumbria Business Growth Hub**

Cumbria Business Growth Hub supports the growth and competitiveness of Cumbrian businesses, helping to unleash the potential of Cumbria’s businesses, acting as a focal point for businesses that wish to be sustainable, increase their competitiveness and grow, driving activity, providing a focus for access to support and providing relevant support and programmes, complementing and referring into what currently exists.

Central to activities is the existing Cumbria Business Growth Hub web portal that promotes the range of information, support and opportunities, public and private, relevant to business growth and incorporate online tools, support and forums. The portals make innovative use of new and emerging technologies to provide a range of networking, collaboration, information dissemination and learning products and services utilising, for example, smartphones, iPads, Twitter, social media technologies, videoconferencing and virtual classrooms.

**We are looking to procure maintenance and hosting of the web portal**

We are seeking an ISO27001 accredited company to provide the following support and hosting of the existing Cumbria Business Growth Hub web portal for up to three years over the length of the project.

Please can all quotes include the following work:

* Hosting
* Provision of substantive changes if required- Please include an indicative cost for substantive changes (hourly rate)
* Maintenance, support and routine updating (such as changes to text where is cannot be altered by us in the CMS)

The work must adhere to the ISO27001 standard.

**Information required in your submission**

We require you to provide the following information:

* Track record and experience of operating in this area of activity
* A minimum of two relevant references
* An outline of your staffing levels, experience and skills
* Technical ability
* Confirmation of your financial stability and capacity to undertake this activity, including your last three years audited accounts
* An explanation of your robust project management processes, including risk management and resilience
* Confirmation of ISO27001 accreditation, and details of your data security and business continuity arrangements
* Confirmation of where the site would be hosted

**Scoring Criteria**

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| --- | --- |
| **Criteria** | **Weight** |
| Track record & Experience | 20 |
| Technical Ability | 20 |
| Financial stability and capacity to undertake this activity | 15 |
| Robust project, including risk management & resilience | 15 |
| Robust data management & security with ISO27001 as a preference and adherence to the standard as a minimum | 15 |
| Price | 15 |

Marks will be awarded against each as set out in the following table, with the score multiplied by the weighting.

|  |  |  |
| --- | --- | --- |
| Assessment | Score | Interpretation |
| Compliance with significant added value | 5 | Exceeds the requirement.  Exceptional demonstration by the applicant of the relevant ability, understanding, skills, resource and quality measures required to provide the services. Response identifies factors that will offer potential added value, with evidence to support the response. |
| Compliance with partial added value | 4 | Satisfies the requirement with minor additional benefits. Above average demonstration by the applicant of the relevant ability, understanding, skills, resource and quality measures required to provide the services. Response identifies factors that will offer potential added value, with evidence to support the response. |
| Compliance | 3 | Satisfies the requirement. Demonstration by the applicant of the relevant ability, understanding, skills, and resource and quality measures required to provide the services, with evidence to support the response. |
| Partial compliance but conflict in detail | 2 | Satisfies the requirement with major reservations. Considerable reservations of the applicant’s relevant ability, understanding, skills, and resource and quality measures required to provide the services, with little or no evidence to support the response. |
| Non-compliance | 0 | Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the applicant has the ability, understanding, skills, resource and quality measures required to provide the services, with little or no evidence to support the response. |

**Timescales**

Responses are required by 5pm Tuesday 19th July 2016.

**Additional Information**

Please note that as a we are funded by the European Regional Development Fund, the budget set is inclusive of VAT.

**Contact for queries**

For any queries please contact Lydia Winder, [lydia](mailto:rob@cumbriachamber.co.uk)@cumbriachamber.co.uk, 0845 226 0040.

**Contact for responses**

Please send your responses by email to Lydia Winder, [lydia@cumbriachamber.co.uk](mailto:lydia@cumbriachamber.co.uk) for proof of delivery please ensure you obtain and retain both a delivery and read receipt for your email.

**Project funding**

The Cumbria Growth Hub is supported by the European Regional Development Fund Programme. The Department for Communities and Local Government is the managing authority for the European Regional Development Fund Programme, which is one of the funds established by the European commission to help local areas stimulate their economic development by investing in projects which will support local businesses and create jobs. For more information visit [www.communities.gov.uk/erdf](http://www.communities.gov.uk/erdf)